

White Paper

” Diversity and Inclusion
in the Workplace

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DIVERSITY AND INCLUSION IN THE WORKPLACE

Recent studies show that companies that promote diversity and inclusion in the workplace are more successful. For example, according to a recent McKinsey study companies that are more gender diverse are 21% more likely to outperform others while those which are ethnically diverse are 33% more likely to do so.

Inclusion is an integral part of moving your entire business forward in support of a diverse workforce. For even if an organization is diverse, if the unique perspectives held are not being heard or acted upon, the employees may not feel a sense of belonging which can lead to less loyalty to the organization and higher employee turnover.

Diversity in the workplace helps companies reflect the communities they serve and plays a most critical role for customer-facing roles; it is well documented how the retail sector will focus on staffing a diverse workforce that models the community they directly service to foster inclusion. Diversity has many facets including race, ethnicity, gender, people with disability, and veteran status to name a few, which lead to differing educational backgrounds, personality types, cultural references, and experiences.

The Business Value of Diversity in the Workplace

According to the Center for American Progress, here are the top 10 ways diversity in the workplace influences a company.

1. A diverse workforce drives economic growth.
2. A diverse workforce can capture a greater share of the consumer market.
3. Recruiting from a diverse pool of candidates means a more qualified workforce.
4. A diverse and inclusive workforce helps businesses avoid employee turnover costs.
5. Diversity fosters a more creative and innovative workforce.
6. Businesses need to adapt to our changing nation to be competitive in the economic market.
7. Diversity is a key aspect of entrepreneurialism.
8. Diversity in business ownership, particularly among women of color, is key to moving our economy forward.
9. Diversity in the workplace is necessary to create a competitive economy in a globalized world.
10. Diversity in the boardroom is needed to leverage a company's full potential.

To underscore the importance of diversity in the workplace, here are several consequences resulting from a lack of diversity and inclusion.

1. **Untapped potential** if the organization prioritizes only on a particular group which does not leverage all the talent available in each individual.
2. **Less employee satisfaction** and productivity resulting from decreased motivation and engagement; leading to reduced profitability.
3. **Lower employee retention** as it becomes increasingly harder to retain top skilled workers who are less engaged and feel a lack of belonging in the organization.
4. **Risk of being left behind** by competitors in the same market space who drive effective diversity and inclusion programs.

In summary, diverse companies are more innovative, more dynamic, and more likely to attract top talent which helps them outperform other companies in the marketplace. Now that we have established the importance of diversity and inclusion in the workplace, let's see how org.manager can help organizations measure and monitor their diversity.

Charting Diversity in the Workplace

Having a Diversity and Inclusion program in place is one of the key drivers of success for organizations. For those serving the federal government, there are further regulations and mandates that are to be followed when it comes to diversity and compliance in the workplace. The ability to measure and monitor the effectiveness of a Diversity and Inclusion programs is critical in order for an organization to properly evaluate how it is setting up its company for success.

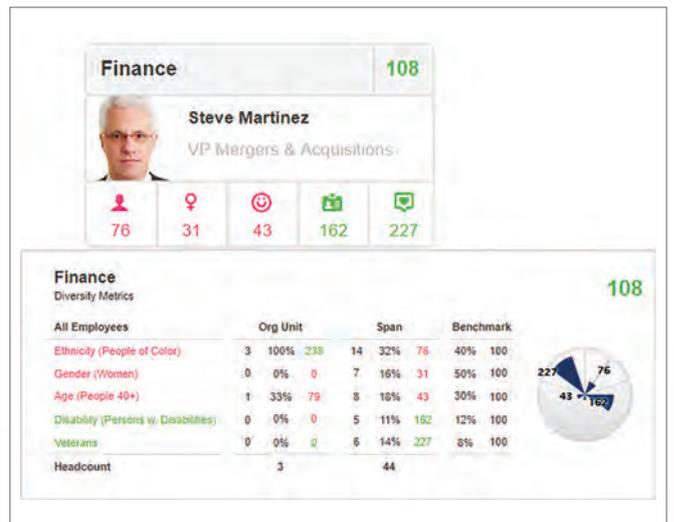
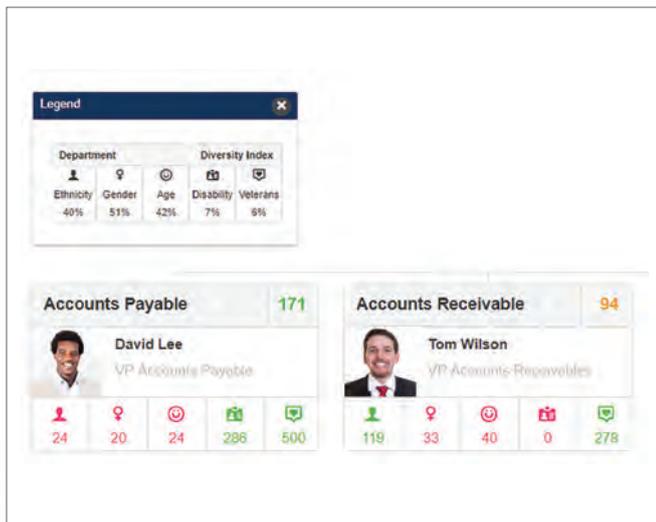
org.manager helps organizations measure the diversity supported across an entire organization, including the ability to identify those departments that are top performers when it comes to diversity as well as those departments lagging behind the most in promoting an inclusive workplace.

org.manager combines the five critical diversity measures ethnicity, age, gender, persons with disability, and veteran status, and provides an overall index score for each department to see how they rate for each measure, as well as an overall combined diversity index score that combines all five measures.



org.manager displays an org chart that measures the diversity index for ethnicity, gender, age, people with disability, and veteran status. The detail view provides a breakdown showing the employee counts and index rating for each measure based on an industry benchmark.

The key to helping organizations understand where their Diversity and Inclusion programs are effective is to provide a benchmark index score for each key metric. In the example below, you will notice an overall index score for each department that combines all five key diversity factors with any result of 100 or greater meeting or exceeding the current industry benchmark.



org.manager provides an index score based on an industry benchmark average as shown from the chart legend so organizations can assess at-a-glance how effective their diversity programs are performing. The higher the index score, the more diverse the employee group being measured.

Focus on Promoting Diversity and Inclusion

Once companies have snapshots of how their workplace reflects a diverse culture, they can properly monitor over time how they are performing and evaluate if they are seeing positive trends being driven by staffing decisions such as internal placement, promotions, and talent recruitment.

org.manager can be used in order to help organizations identify and focus on those departments that are lagging within a given span of control and may require further attention. As soon as they are detected, efforts can be made to establish goals and additional measures so that the metrics for these lagging departments may begin to trend upward.

Diversity and Inclusion Reporting Made Easy

org.manager facilitates the reporting process within your organization by automatically creating org charts and dashboard views without any manual steps required. The org charts can be updated on a recurring schedule and include print and data export capabilities, so you can easily share information, e.g. as PDF or as part of an overall slide presentation.



org.manager provides a dashboard view so you can quickly identify the top and lowest performing departments within any given span in regard to each diversity metric.

Enabling More Informed Diversity and Inclusion Decisions

Appreciating the importance of diversity and inclusion in the workplace, it's critical to have a solution like org.manager that can help you visualize, measure, and report on how your organization is performing in this regard. Our solution is meant to support the following use cases to help drive informed business decisions around diversity and inclusion:

- How diverse is my organization when it comes to ethnicity, gender, age, people with disability, and veterans?
- What is the industry benchmark for each of the diversity measures, and how does our company compare overall?
- Which departments across our organization are lagging when it comes to diversity for ethnicity, gender, age, people with disability, and veterans?
- Is our company becoming more or less diverse over time?
- What is the ethnicity breakdown by group for each of our departments?
- Do we foster gender equality when it comes to promoting from within?
- What are the measurable results being driven by our diversity and inclusion initiatives?
- Do each of our dept managers understand the diversity of their staff?
- Can I easily inform management by printing diversity information or distributing via PDF or slides?

All of the above use cases can be quickly addressed based on the org.manager Diversity and Inclusion capabilities as presented here (per some of the screenshots provided).

About the author

John Kranz is based out of Dallas, Texas with 12 years of product management experience in Talent Management, HCM Reporting, Analytics and Org Charting solutions.
john.kranz@ingentis-us.com

About Ingentis

Ingentis is the software house for HR add-ons and business applications. It was established in Nuremberg in 1997. We advocate fair, reliable business relationships and develop our software in collaboration with our customers. More than 1.600 companies worldwide count on this honest, successful approach.

For more information...
please visit www.ingentis.com
or use our service hotline
+1 800 518 1942.

Ingentis Softwareentwicklung GmbH
Rauttener Str. 7
90475 Nuremberg / Germany
Tel: +49 911 98 97 59 0
E-Mail: mail@ingentis.com

Ingentis Inc.
775 Baywood Dr., Suite 312
Petaluma, CA 94954 / USA
Phone: +1 800 518 1942
E-Mail: mail@ingentis-us.com



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