



DEI in the Workplace

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“DEI in the Workplace Webinar” discussed in this presentation is the current version with effective date of 8/22/2023.

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DEI and “People Helping People”



Conscious vs. Subconscious Thinking



How do our brains work?

Conscious vs. Subconscious Thinking

I cannot believe I actually understand what I am reading.

According to research at Cambridge University, it doesn't matter in what order the letters in a word are, the only important thing is that the first and last letter be in the right place.

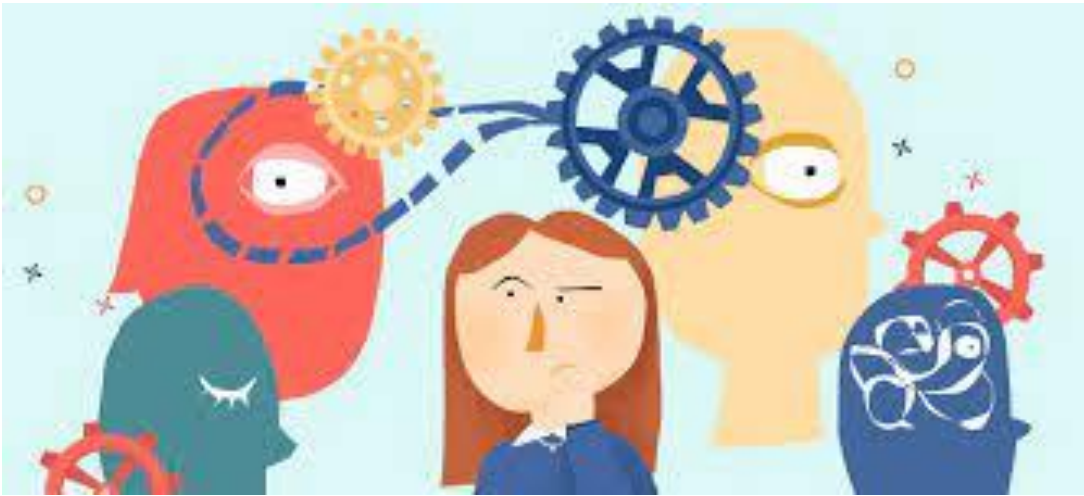
The rest can be a total mess and you can still read it without a problem. This is because the human mind does not read every letter by itself, but the word as a whole.

The Unconscious Mind

- Deeper mental process
- Happens automatically
- Repressed thoughts and feelings
- Stored dreams, fears and desires



Unconscious Bias - What is it?



- Beliefs, attitudes and behaviors over which we have no conscious control
- Occur automatically and are triggered by our brain making quick judgements
- Encompass favorable and unfavorable assessments and preferences
- Influence our behavior towards others
- EVERYONE is susceptible to unconscious biases

Unconscious Bias – How does it show up at work?

Affinity bias

Ageism

Anchor bias

Attribution bias

Authority bias

Beauty bias

Confirmation bias

Conformity bias

Contrast effect

Gender bias

Halo effect

Height bias

Horn effect

Name bias

Nonverbal bias

Overconfidence bias

Source: <https://builtin.com/diversity-inclusion/unconscious-bias-examples>

Unconscious Bias – What Can We Do About It?



- Unconscious bias training
- Talent assessments and candidate scorecards
- Diversity hiring goals
- Different interview techniques and formats
- Diverse and inclusive culture

Microaggressions

Everyday subtle, intentional or unintentional interactions or behaviors that communicate some sort of bias towards historically marginalized groups.



Examples of Microaggressions

“You’re so articulate.”

“Okay, but where are you really from?”

Giving personality feedback like “smile more” to a Black woman in a performance review.

Mispronouncing an employee’s non-Anglo name after being corrected multiple times

Creating an ableist environment that does not plan for employees with disabilities (seen and unseen) in meetings, at work events, etc.

Impact of Microaggressions



- Increased rates of depression
- Prolonged stress and trauma
- Headaches
- High blood pressure
- Difficulties with sleep
- Increased burnout at work
- Less job satisfaction



Combating Microaggressions

- Raise awareness
- Welcome authentic conversations
- Say something!
- Intent vs. impact
- Listen for understanding
- Acknowledge and apologize
- Commit to an inclusive culture



Equity Amongst a Diverse Workforce

What is diversity?

The different groups to which we belong and the identities we assume (i.e. gender, race, ethnicity, sexual orientation, physical and mental abilities, religious beliefs, etc.)



Equity Amongst a Diverse Workforce

What is equity?

Fair treatment, equal opportunity and accessible information and resources for all. This includes the culture and policies of the credit union, as well as who/which groups exercise influence within the organization.



Equity Amongst a Diverse Workforce

Equity in the workplace is the idea that all employees are provided with fair and equal opportunities based on their individual needs. Equity recognizes that not all employees are afforded the same opportunities and addresses the imbalance of opportunities available to them.



Promoting Equity at Our Credit Unions

- Accommodate health conditions and disabilities, including those that are invisible
- Update policies and procedures (ie. parental leave, 401(k) match, scaled sharing of health insurance costs)
- Close racial and gender gaps in items like employee pay and advancement
- Prioritize equitable representation among the workforce
- Update hiring practices and new employee onboarding



Hiring Practices and Onboarding



- Post open positions in a wide variety of employment platforms
- Consider hiring remote employees
- Remove names and genders from applications that hiring managers see
- Conduct the first interview by phone
- Include multiple people on the interviews
- Use standardized interview questions
- Expand new employee onboarding

Promoting Inclusive Leadership

- Visible commitment
- Humility
- Awareness of bias
- Curiosity of others
- Cultural intelligence
- Effective collaboration

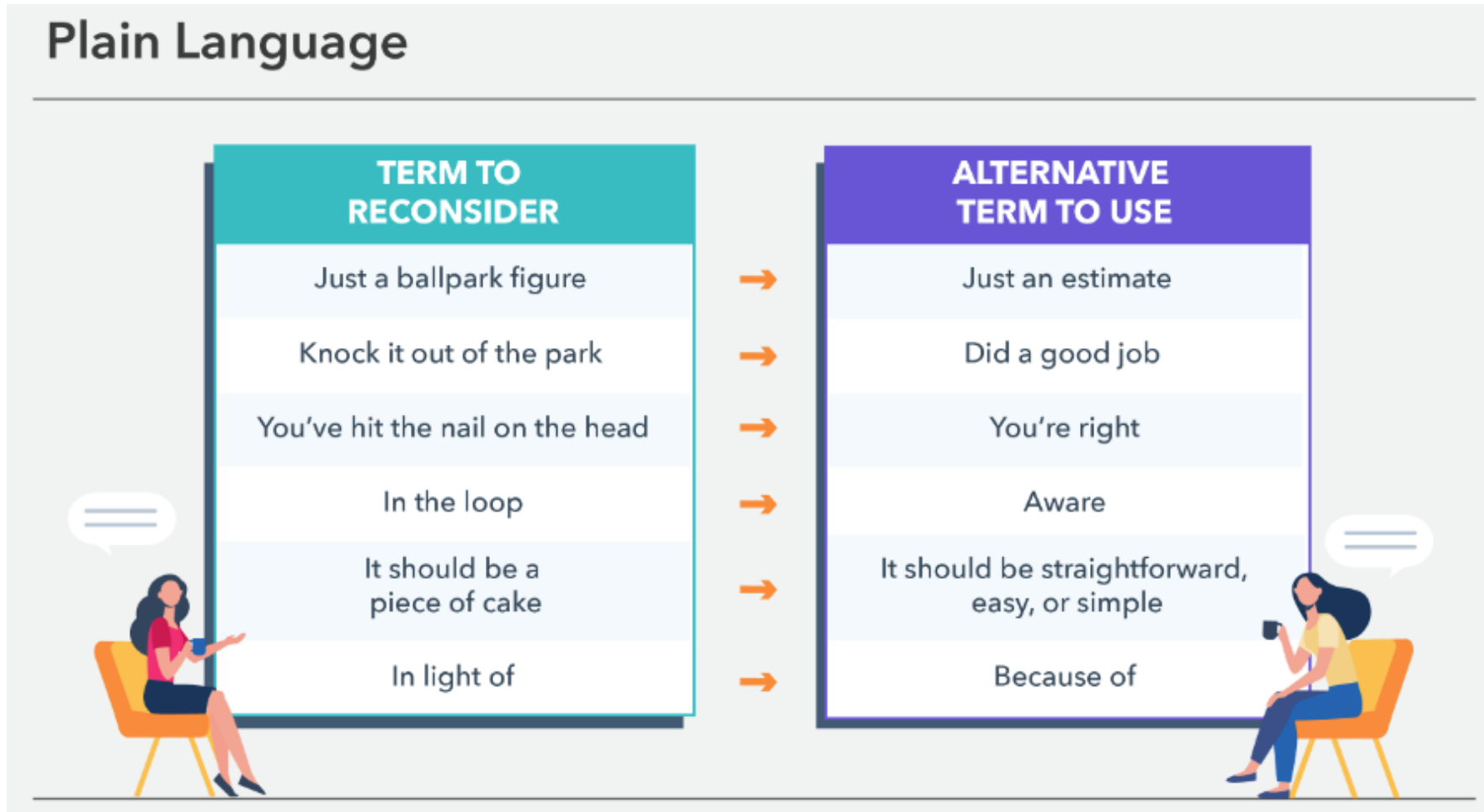


Commit to Using Inclusive Language

What is inclusive language?

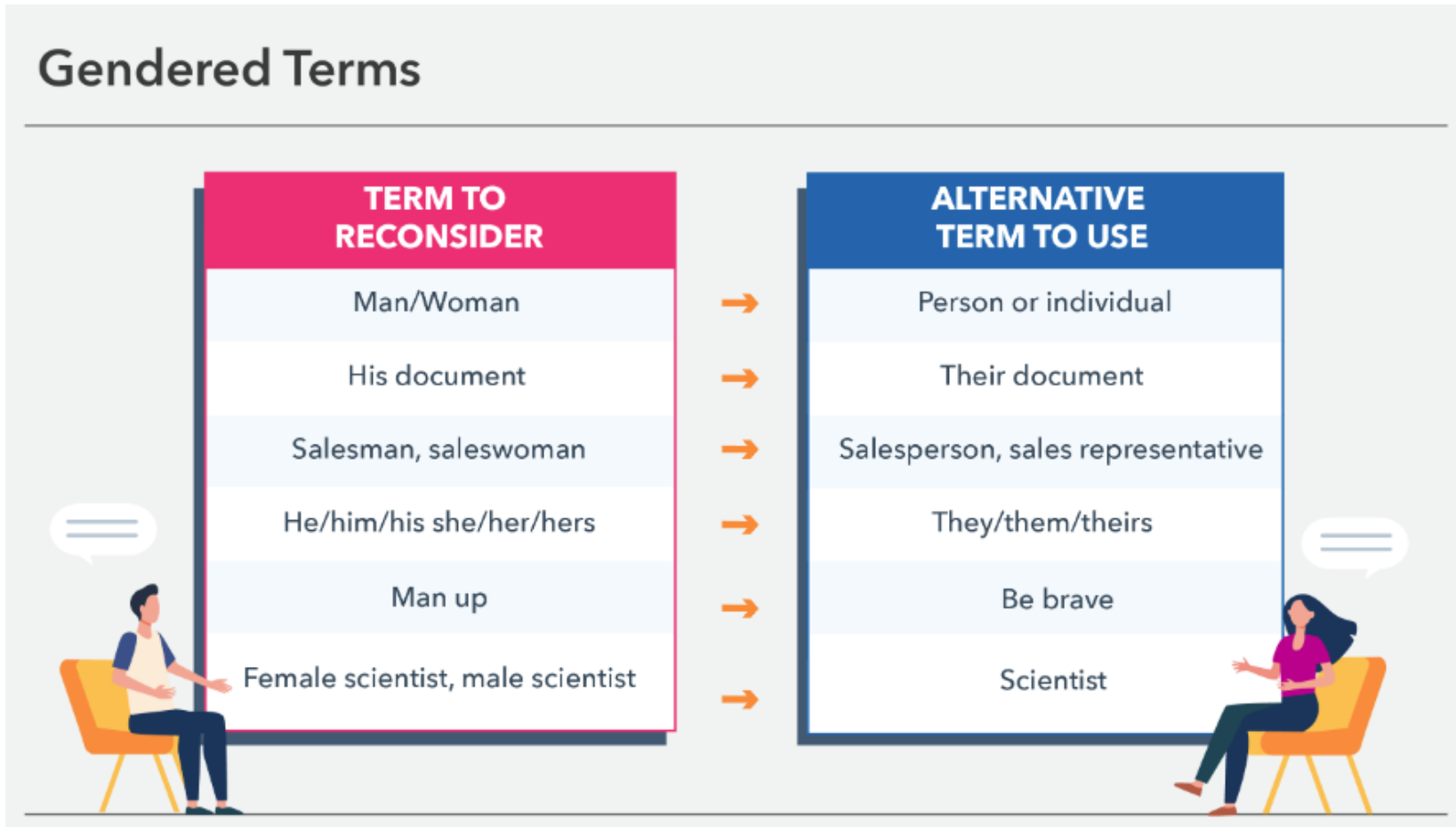
Inclusive language is the words and phrases we use that avoid biases, slang and expressions that discriminate against groups of people based on race, gender, socioeconomic status and ability. When you commit to using inclusive language, you can resonate with more people by speaking and writing in ways that everyone understands and makes everyone feel welcome.

Commit to Using Inclusive Language



Source: <https://blog.hubspot.com/marketing/inclusive-language>

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Commit to Using Inclusive Language



Creating Safe Spaces



- Employee intranet
- Learning management system
- Shared network drive for educational resources
- Website
- Newsletter

Creating Safe Spaces

- DEI Council
- Employee Resource Groups (ERGs)
- DEI Club
- Lunch & Learns
- Staff Trainings/Education Sessions



Always enter these discussions with humility, vulnerability and an openness to listen and learn from one another.

Getting Feedback

- **Anonymous Surveys** - Most honest feedback when respondents have the option to remain anonymous.
- **Focus Groups** – People from the same identity group can express their shared experiences and identify areas for improvement.
- **One-on-One Chats** – Build trust quickly and give people space to share their personal stories.



Measuring the Impact

DEI Metrics to Track

- Demographics of your talent pipeline across hiring stages
- Demographics of new hires
- Demographics of all employees
- Demographic diversity across levels of your org
- Language change
- DEI training/programming participation
- Pay equity
- Promotion rates by demographic
- Demographic retention trends

Measuring the Impact

- Who is speaking up?
- Who is showing up?
- What are people saying?
- What are you saying?
- How is work actually working?





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Additional Resources

DEI in the Workplace Resources

- Overview of biases that show up in the workplace: <https://builtin.com/diversity-inclusion/unconscious-bias-examples>
- Recognizing and responding to microaggressions at work: <https://hbr.org/2022/05/recognizing-and-responding-to-microaggressions-at-work>
- Job boards for diversity hiring: <https://breezy.hr/blog/top-20-job-boards-diversity-hiring>
- Promoting equity in the workplace: <https://www.betterup.com/blog/equity-in-the-workplace>
- Inclusive leadership: <https://hbr.org/2020/03/the-key-to-inclusive-leadership>
- Inclusive language: <https://blog.hubspot.com/marketing/inclusive-language>

Additional Resources

Credit Union Industry DEI Resources

- African American Credit Union Coalition (AACUC) - <https://www.aacuc.org/>
- The CU DEI Collective - <https://www.cudeicollective.org/>
- CU Pride - <https://www.cupride.space/index.html>
- Inclusiv - <https://inclusiv.org/>
- The National Credit Union Administration (NCUA) - <https://ncua.gov/about/diversity-inclusion>
- The National Credit Union Foundation - <https://www.ncuf.coop/>
- The Worldwide Foundation for Credit Unions - <https://doglobalgood.org/>