

DEI Practitioners Forum

Nurture an Inclusive Culture

March 24, 2022

Facilitated by:

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WSIA



WSiA DIVERSITY
FOUNDATION

Agenda

- Diversity Foundation goals, announcements
- Practitioners Forum
- Establish common language
- Pathway to an inclusive culture
- Tools for your path



WSIA Diversity Foundation

The WSIA Diversity Foundation exists to promote diversity in the areas of race, gender, sexual orientation, and disability and to influence meaningful progress in the diversity of the wholesale, specialty and surplus lines insurance industry and its talent pipeline.

[WSIA Diversity Foundation Home](#)



WSIA Diversity Foundation

Goals and Strategies 2022

Workplace	
Goal 1 Recruit a diverse workforce	Strategies <ol style="list-style-type: none">1. Launch new internship and scholarship program2. Facilitate Diversity Speakers Bureau3. Establish benchmarks and success indicators4. Secure diverse talent sourcing partnership
Culture	
Goal 2 Influence inclusive workplaces and cultures	Strategies <ol style="list-style-type: none">1. Pledge CEO Action2. Host DEI Practitioners' Forum and offer consulting3. Implement DEI learning, resource platform, social media presence4. Design mentoring framework5. Facilitate open dialogue on DEI topics
Success Measures	<ul style="list-style-type: none">• DEI maturity benchmark and data benchmark group established• 20% of firms with a Blue Ocean Brain license• 10% of firms join CEO Action• Ten Diversity Speakers Bureau engagements• Thirty-two qualified intern applicants and 16 intern offers accepted• Three new partnerships with organizations supporting diverse talent• Mentor framework, DEI platform, forums, and workshops delivered



Announcements

- Follow us on [LinkedIn](#) and [Twitter](#)
- Interact with today's LinkedIn post
- [WSIA Diversity Foundation Home DEI Platform](#)
 - Blue Ocean Brain license
 - Inclusion themes and social media resources
- CEO Action [Home | CEO Action for Diversity & Inclusion](#)
- Webcast schedule
 - 4/14, Blind Spots: Managing Our Unconscious Bias
 - 7/20, Ally: What Does It Mean to Be One?
 - 10/19, Racial Injustice Stops with Me
 - All webcasts are 1-2 p.m. CST
- Next forum – 6/23, noon-1 CST. Contact vanessa@wsia.org



Diversity, Equity, and Inclusion Practitioners Forum

The Forum is a safe space for DEI/HR practitioners to share, learn, and to identify solutions for common and challenging diversity, equity, and inclusion issues in our firms and industry.



The seed and soil issue



- **Diversity** is the variety of people and ideas within an organisation
- **Equity** is about eliminating systemic barriers and privileges, and ensuring all people have fair access, opportunity, resources, and power to thrive
- **Inclusion** is about creating an environment in which all individuals feel valued and connected

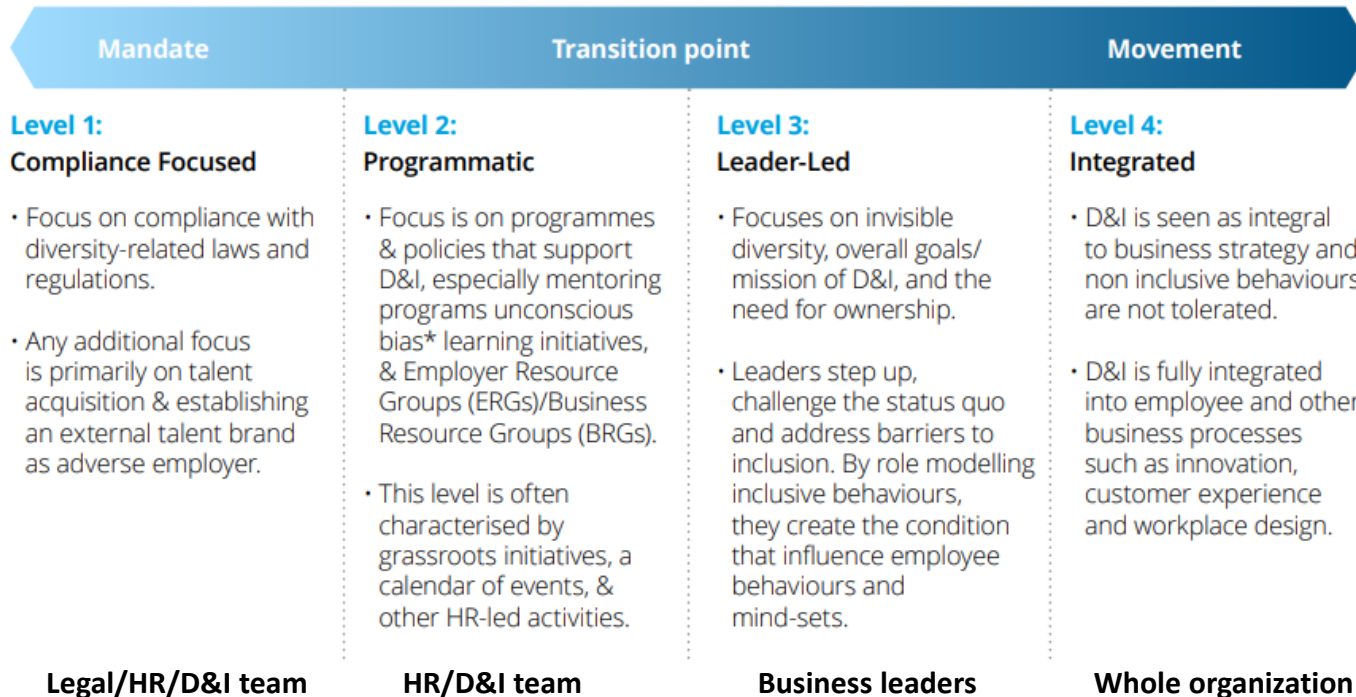


What is your 'why'?



Diversity & Inclusion Maturity Model

What does the path to an inclusive culture look like?



Poll 1

- Change or remove your profile name if you prefer
- Using the chat function, where do you see your organization in the Maturity Model?



Tools for Your Path: Actions



Weave D&I into Organization Fabric

- Talent practices
- Products and services offered
- ESG (environmental, social, governance)
- Suppliers
- Facilities
- Community giving and engagement



Become a CEO Action Signatory

WSIA has joined CEO Action, a growing coalition of more than 2,000 CEOs from more than 80 industries pledging to advance diversity and inclusion in the workplace.

We pledge to:

1. Continue to cultivate workplaces that support open dialogue on complex, and sometimes difficult, conversations about diversity and inclusion
2. Implement and expand unconscious bias education
3. Share best known—and unsuccessful—actions
4. Create and share strategic inclusion and diversity plans with boards of directors

Benefits:

1. Demonstrate commitment to employees, shareholders, customers, communities
2. Take advantage of unique resources and collaborative exchange of ideas available from CEO Action.

Goal:

- Collaboration among WSIA member firms on 4-point pledge
- 10% of member firms become signatories in 2022



WSIA DE&I Resources

- Blue Ocean Brain Microlearning platform license
- Inclusion Themes and Resources for Member
- Cultural Awareness Social Media Banners
- Become a CEO Action Signatory
- Practitioners Forum
- Thought partner



Poll 2

- “Open mic” time or chat
- What have you tried regardless of its success, or what have you thought about trying to nurture inclusion in your workplace?



Nurture Inclusive Culture

- It is everyone's responsibility
- Emphasize the business case
- Let go of performative acts; embed DEI
- Train and practice inclusive leadership; practice accountability
- Listen, learn, empathize, and act
- Ask for and act on feedback regularly
- Consider the identity implications of your plans, projects, activities and statements
- Recognize and mitigate bias
- Move from cultural competency to cultural humility



What Gets Measured Gets Done

- Focus groups or resource groups
- Pulse checks
- Employee survey Impromptu, watercooler
- Gartner Inclusion Index
- Inclusive Leaders Self-Assessment (Jennifer Brown Consulting)

When asking for feedback...follow through.



Be Inclusive Everyday



Inclusive Meetings

Anything piqué your interest today?



Inclusive Meetings

- Accessibility
 - Self-description (visible and invisible), closed caption, face the webcam, talk through visuals, share screen with large font, if applicable send materials in advance
- Pronouns, preferred name
- Set ground rules
 - Camera optional, Engage Zoom features,
- Interrupt interruptions and “___splaining”
- Record and post
- Q&A, chat,
- Welcome feedback



Resources

- Books

- Inclusion: Diversity, the New workplace & the Will to Change (Jennifer Brown)
- Diversity Beyond Lip Service (La'Wana Harris)
- We Can't Talk About That At Work (Mary-Frances Winters)
- What If I Say the Wrong Thing
- Subtle Acts of Exclusion (Tiffany Jana and Michael Baran)

- Assessments

- [Inclusive Leader Self-Assessment \(jenniferbrownconsulting.com\)](http://jenniferbrownconsulting.com)
- [How to Measure Inclusion in the Workplace \(hbr.org\)](http://hbr.org)

- Training

- DEI Foundations Online Program



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Q&A



Appendix



Diversity and Inclusion by the Numbers

Companies in the top quartile for ethnic and cultural diversity outperform those in the bottom quartile by **30-40%**. (*McKinsey*)

More diverse and inclusive companies are more innovative and, therefore, more profitable. (*Deloitte, Boston Consulting Group, HBR, Forbes*)

Students and insurance professionals alike rank professional development as important (*Gamma, BI 2021*)

WSIA DEI practitioners list attracting and retaining talent and inclusion as their top priorities (*WSIA Diversity Survey 2021*)

Millennials are more diverse with 44.2 percent being part of a minority race or ethnic group (*U.S. Census*)

Baby Boomers are retiring at the same time there's a shortage of millennials entering the insurance industry with a large percent retiring in the next 5-8 years. (*NU Property Casualty 360*)

Groups formerly seen as "minorities" may reach majority status by 2044 (*Brookings*)

Only 47% of people of color rate their employer diversity efforts positively (*BI 2021*)

30% of employees have a disability but only 3% self-identify (*COQUAL*)

There are an estimated 9 million LGBT individuals in the U.S.

1 in 5 workers experience unfair treatment; <50% stay; attrition costs 150% of an employees' salary

61% reported covering a stigmatized identity at work (*Deloitte*)

“Without inclusion, however, the crucial connections that attract diverse talent, encourage their participation, foster innovation, and lead to business growth won't happen.”

(*COQUAL*)

