

D&I INTERVENTION SOLUTIONS

DESCRIPTION

This solution will allow an organization to:

- Reinforce its commitment to diversity and inclusion (D&I)
- Reiterate D&I 's importance to business success
- Increase D&I awareness and skills in the organization
- Provide relevant coaching and development in alignment with company expectations
- Establish personal responsibility as the basis for behavior change

For the Individual the coaching process will:

- Assess behaviors personally
- Engage the client in a customized process to address the areas opportunity relative to understanding how to manage through stressful situations and yet, still be able to demonstrate inclusive behaviors
- Develop an action plan that identifies the key opportunities and desired learnings from the process and the specific actions to be taken to address them
- Engage key stakeholders initially and at the conclusion to ensure understanding of the need and implementation of the action plan
- Include a follow up discussions in 3 months with and involve key stakeholders to reinforce the appropriate development and desired results

OUR METHODOLOGY TO CULTURAL COACHING

- Assign a coach to each client
- Assess individual's behaviors personally and through the eyes of their colleagues
- Engage the employee being coached in a customized experience to address challenges
- Have employee being coached develop an action plan that identifies the key learnings from the process and the specific actions to be taken to address them
- Engage employee being coached throughout the coaching process while ensuring implementation of the action plan
- Include a follow up discussion with both the client contact and the employee being coached to reinforce the appropriate development

As a result of this methodology each client will understand:

- the offensive behaviors and their impact
- the corrective behaviors required to address the offenses
- the skills required to execute the behaviors effectively
- the steps needed to remedy the past impact on their colleagues

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INTERVENTION LEVELS

Individual Contributor

An employee that has no direct report or does not manage a key initiative; role does not have a wide span of control

Manager

A leader in the organization, typically has at least one direct report and some level of influence or span of control

Executive

A Vice President level or above with a wide span of influence and/or control, may be a business unit leader



INTERVENTION OUTCOMES

Individual Contributor

- Explore personal bias
- Understand inclusive behaviors and their impact to work more effectively with others
- Learn the need for skills required to execute new/enhanced behaviors effectively
- Commit to any steps needed to remedy past opportunities

Manager

- Explore and manage personal bias
- Lead more effectively across lines of difference
- Begin to define, declare and demonstrate commitment to D&I

Executive

- Explore and more effectively manage personal bias
- Ability to define, declare and demonstrate a commitment to D&I
- Enhance people skills and relationships, especially across lines of difference with a focus on certain customized development areas

CONFIDENTIALITY: The sharing in each coaching discussion will remain confidential. The overall development and action plan will be shared with the client contact.

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