

COMPETENCE: IMPROVING SKILLS, KNOWLEDGE, AND ABILITY.

This approach focuses on increasing the competence of individuals and organizations to interact effectively in the context of many similarities and differences. Measures of success align with demonstrated competence.

Terms sometimes used when describing this approach:

Awareness

Bias reduction
(conscious and unconscious)

Cultural competence

D&I skills training

Intercultural communications

Multicultural education

DRIVE THE STRATEGY

Develop a strong rationale for D&I vision and strategy and align it to organisational goals.

Hold leaders accountable for implementing the organization's D&I vision, setting goals, achieving results, and being role models.

Provide dedicated support and structure with authority and budget to effectively implement D&I.

ATTRACT & RETAIN PEOPLE

Ensure that D&I is integrated into recruitment, talent development, advancement, and retention.

Achieve work-life integration and flexibility.

Ensure that job design and classification are unbiased, and compensation is equitable.

Educate leaders and employees so they have a high level of D&I competence.

ALIGN & CONNECT

Ensure that assessment, measurement, and research guide D&I decisions.

Make communication a crucial force in achieving the organization's D&I goals.

Connect the D&I and Sustainability initiatives to increase the effectiveness of both.

LISTEN TO & SERVE SOCIETY

Advocate for D&I progress within local communities and society at large.

Embed D&I in product and service development to serve diverse customers and clients.

Integrate D&I into marketing and customer service.

Promote and nurture a diverse supplier base and encourage suppliers to advocate for D&I.