

Diverse Work Teams: Sensitivity = Improved Culture

Employer Resource Network® success coaches from around the country recently gathered for the *ERN USA Peer Learning Call*, “Incorporating Diversity, Equity, and Inclusion (DEI) into Success Coaching” in partnership with *Pulse* at the W.E. Upjohn Institute for Employment Research.

creating cultures of inclusivity where all employees feel valued and comfortable bringing their whole selves to work. **DEI strategies can help you grow personally.** A strong company culture is more than a series of “here’s what we don’t do” rules. It’s a

A dysfunctional culture can have negative effects on employees by:

- ◆ making the company an unpleasant, stressful place to work,
- ◆ ignoring and/or diminish the contributions of certain groups based on gender, race, physical ability, etc.,

Soaring to Success Employer Resource Network®

Our Goal

Creating access and resources for employee success at work and in life.

Member Companies

- ◆ Choices in Community Living
- ◆ Graceworks Enhanced Living - Dayton
- ◆ Graceworks Enhanced Living - Cincinnati
- ◆ Matandy Steel & Metal Products
- ◆ Primary Health Solutions

Strategic Partners

- ◆ ERN Ohio
- ◆ ERN USA
- ◆ Day Air Credit Union
- ◆ SELF

DIVERSITY



of people and perspectives

A caring workforce culture leads to more satisfied workers.

Success coaches assist member companies in being an *extension* of its workplace culture by showing employees that their company cares about their success at both work and home. Success coaches can *improve* a company’s culture by helping to get employees on the same page when it comes to co-worker communication. DEI programs focus on

EQUITY



in policy and practice

collection of mutually held beliefs about what the organization aspires to be. Effective DEI programs create a culture of mutual respect. They help identify biases and provide ways to overcome them, turning uncomfortable situations into learning experiences for everyone involved. They also allow people to feel comfortable being themselves so that they can contribute at their best.

INCLUSION



of all voices and visions

- ◆ making some people feel undervalued and stifling innovation and creativity,
- ◆ taking a toll on employees’ mental health, leading to burnout, and
- ◆ giving employees no clear guidance on how to handle conflicts over perceived bias productively, allowing conflicts to escalate.

Your success coach is a great sounding board. If your workplace

culture is getting you down, you have ideas for team and company improvement, or would like to learn more about DEI and communicating the best you can with co-workers, your success coach is always ready to assist. *Sources: WE Upjohn Institute; Compt; ERN USA*

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Success Coach**

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Your company offers Success Coaching services to assist with any personal, home or work challenge. You succeed - your company succeeds!

Choices in Community Living

1651 Needmore Rd, Dayton

- ◆ Tuesday: All day

Graceworks Enhanced Living

6451 Far Hills Ave, Dayton

- ◆ Monday: All day
- ◆ Wednesday: Morning

Graceworks Enhanced Living

11370 Springfield Pk, Cincinnati

- ◆ Thursday: Morning

Matandy Steel & Metal Products

1200 Central Ave, Hamilton

- ◆ Thursday: Afternoon

Primary Health Solutions

210 S. Second St. Hamilton

- Wednesday: Afternoon

Walk-in Welcome

Call, email or text for appointments. Additional times available.



Success Coaches Give Back to the Community

Success coaches are the kind of people who enjoy assisting others within their jobs, often extending that helping hand in their free time.

When “ends” don’t meet. “As a veteran success coach, I’m seeing a bigger need for basic necessities with increases in gas,” said April Gordon (*Southwest Michigan ERN*). “At times I help employees in figuring out what they are able to pay for this month, what they can hold off on, and what community resources can help to make basic needs possible. I love giving back to the community because I remember what it was like growing up in a single parent household with my mom needing to work multiple jobs at a time while raising my sister and me.”



Give back, it’s rewarding! April donated to Charitable Union in Battle Creek, Michigan, an organization that provides a free monthly supply of feminine hygiene products to all school-age girls in need. If you are looking for a way to help others, think about what interests you, what’s needed, and with what organizations you can volunteer. *Sources: Southwest Michigan ERN; ERN USA*

Mental Benefits in Being Sensitive to Differences

Learning about Diversity, Equity, and Inclusion (DEI) strategies in the workplace can:

- ◆ **help explain what behaviors constitute microaggressions or bias**, and how moving past these kinds of behaviors can open the door to greater creativity and cooperation;
- ◆ **teach employees about how to identify with and relate to each other** with greater empathy in sensitive situations;
- ◆ **provide realistic solutions to common problems** such as showing employees how to recognize and address difficult situations where bias is at play—without escalating tension;
- ◆ **educate people about their own sometimes subtle biases** and how they can get in the way of a healthy organizational culture;
- ◆ **make employees feel valued**; if people feel understood and respected, regardless of their race, religion, gender, disability, or other quality, that person is much more likely to stay at their job;
- ◆ **give employees confidence that promotions are distributed fairly**; effective DEI programs make sure that decision-making is transparent and rewards are based on merit; and
- ◆ **make people feel proud to work for the company**. DEI training and programs reinforce the idea that your company is a great place to work; that bolsters the company’s reputation to potential employees. *Sources: Compt; ERN USA*

Philosopher’s Square

“Kindness is beneficial for all and is mandatory for those who are seeking true success, no matter the goal.” - *Adrienne Bankert*