Diversity and Inclusion in the Workplace

Benefits, Challenges and the Opportunities in Vietnam

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Introduction

• Diversity and Inclusion - Sharing Our Perspective
• Importance of a Diverse Workforce and an Inclusive Workplace
• Challenges and Opportunities in Vietnam
• What we Can Do – An Example
• Discussion
**Diversity** means all the way in which we differ. Anything that makes us **unique** is part of this definition of diversity. This includes **visual difference** (sex, race, age, etc.) as well as those that are **more invisible** (thinking styles, personalities, etc.)

Source: The RBL Institute Mini Forum White Paper series/April 2015
Diversity….And Inclusion

**Inclusion** involves **bringing together** and harnessing these diverse forces and resources in a way that is beneficial to every individual as well as the organization.

Inclusion puts the concept of and practice of diversity into action by creating an environment of involvement, respect, and connection where richness of ideas, backgrounds, and perspectives are harnessed to create value for the business.

Source: The RBL Institute Mini Forum White Paper series/April 2015

― **Inclusion is a state of being valued, respected and supported. In a simple term, Diversity is the mix and Inclusion is getting the mix to work well together, which helps us to create a better future for Intel and Vietnam**.

*Sherry Boger, GM of Intel Vietnam*
“A fully diverse and inclusive workplace is fundamental to our ability to innovate and deliver business results”.

Brian Krzanich, CEO of Intel

Intel’s current global strategy is focused on achieving a leadership position in diversity by addressing race, national origin, gender, sexual orientation and diverse abilities.
The Business Case

506 U.S.-based companies: Firms with highest level of racial diversity generated **15 times more sales** than those with the lowest levels. (Herring, 2009)

S&P 1500: Firms with females in the C-Suite generated **$44 million more**. (Dezso & Ross, 2011)

Global analysis of 2400 companies: Those with at least 1 female board member had consistently superior share price performance, **4% higher return on equity**, and **4% higher net income growth**. (Credit Suisse, 2012)

The impact of D & I on people

- **57%** increase in performance against goals
- **24%** greater retention
- **21%** more emotional commitment to colleagues
- **11%** lift in discretionary effort (CEB, 2010)
Key Benefits of a Diverse, Inclusive Workplace

- A Key Driver for Economic Growth – Bigger Markets
- Enables Companies to Address Wider Customer-base
- A Wider Talent Pool and Reduced Turn-over
- Creativity and Innovation Thrives
- Improved Ability to Cope with Change in a Global Economy

It is the Right Thing to Do!
But It’s hard to Change Habits

Perceived Effectiveness

Task Performance

HOMOGENEOUS  DIVERSE

HOMOGENEOUS  DIVERSE
Diversity & Inclusion Paradoxes – An Example

• Diverse Teams are **Smarter**, More Creative, and Achieve Better **Results**.

Yet…

• People feel more Effective and Confident in Homogenous Teams
Women do Want to Lead.....

Women Are Ambitious

Want to advance to the next level:
89% Men
88% Women

Desire to be a senior leader:
79% Men
70% Women
Challenges and Opportunities in Vietnam

- Views on Gender Roles and ‘Appropriateness’
- Assumptions about Women’s Dreams and Goals
- High Competition for Limited Talent Available in Many Areas
- Awareness Alone May Not Drive Enough Change

However, Real Change is Possible When:
- We take an active role in influencing our communities
- Diversity is championed from the top
- A clear business case is articulated, and we know current state
- Wider employee-base is engaged
- Clear goals and incentives are defined
The SEEDS™ of Bias
Do we think like this? 😊

**Similarity:** “People like me are better than others”

**Expedience:** “If it feels right to me it must be true”

**Experience:** “My perceptions are accurate”

**Distance:** “Closer is better than distant”

**Safety:** “Bad is stronger than good”

To create real change we need to mitigate these biases
BACK UP
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