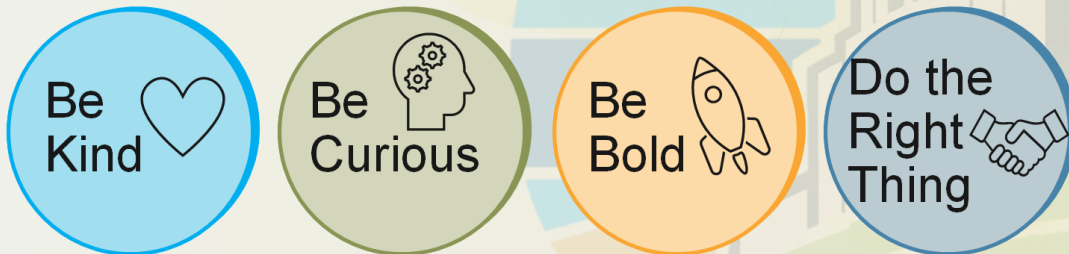




Participant Guide

Agreements



Learning Objectives:

- ☐ Define the County's definitions of diversity and inclusion key terminology
- ☐ Increase awareness of our own cultural background and how it compares to our coworkers
- ☐ Discuss personal/organizational growth & empowerment through open-mindedness
- ☐ Discuss unconscious biases
- ☐ Demonstrate diversity & inclusion concepts that can be utilized in the workplace
- ☐ Discuss the connection between diversity, inclusion and providing exceptional customer service

Diversity & Inclusion Strategic Plan

Vision

A just, sustainable,
and resilient future for
all.

Mission

Strengthen our
communities with
innovative, inclusive,
and data-driven
services through a
skilled and supported
workforce.

Notes:

Diversity & Inclusion

Partnership Model



The Leon L Williams Human Relations Commission: The goal of this commission is to establish and promote positive human relations, **respect**, and integrity of every individual in the County of San Diego.

Diversity & Inclusion Executive Council: This is **diverse executive leadership group** that is working on **creating a culture that keeps diversity and inclusion at the forefront for leaders throughout the enterprise**. This Council assists in guiding the County's diversity and inclusion strategy.

In our Department of Human Resources: we have the **Equity, Diversity & Inclusion Division**: this division is focuses on **integrating** equity, diversity, and inclusion into our **County Culture**. They provide support in the areas of **recruitment and selection**, and **professional development/advancement**. They have the internal focus of **adding** programs and practices that allows us to practice equity, diversity, and inclusion in our organizational County Culture.

Office of Ethics & Compliance Department: dedicated to fostering a culture of integrity, promoting ethical standards and compliance through policies, programs, and trainings, as well as reviewing discrimination, fraud, waste and abuse complaints.

Office of Equity & Racial Justice: focuses on **engaging the community** to **co-create** a transformative, enduring, structural, and systemic change in San Diego County government.

Employee Resource Groups (ERGs): ERGs are a great way to **participate** and **collaborate** with the D&I initiative.

Diversity & Inclusion

Employee Resource Groups (ERGs)

African American Association of County Employees (AAACE)

Asian Pacific Alliance of County Employees (APACE)

County of San Diego Filipino -American Employees Association (CSDFEA)

DiverseAbility ERG

Emerging Workforce Association (EWA)

Indigenous Sovereign Nations (ISN)

Lesbian, Gay, Bisexual, Transgender, Queer & Allies ERG (LGBTQ&A ERG)

Middle Eastern Employee Resource Group (MEERG)

Pacific Islander Society of County Employees (PISCE)

San Diego County Latino Association (SDCLA)

VALOR ERG



COUNTY OF SAN DIEGO
FILIPINO-AMERICAN
EMPLOYEES' ASSOCIATION



Notes:

Diversity & Inclusion Strategic Plan

MIND-SET



SKILL-SET



OPEN HEART



- An open **Mind-set: that speaks to** being curious of others and seeking to gain insight on their perspectives. Being mindful and self-aware.
- It focuses on having a **Skillset: of** being flexible and open to different: values, communication styles, and behaviors. This speaks to having the ability to collaborate and share ideas, with everybody.
- And to having **Open Heart:** this is the relationship building piece. You want to treat everyone with empathy and understanding.

Notes:

Diversity

The range of human differences

—recognizing that each person has layers of diversity, which together make their perspective unique and essential to the success of the organization. Human differences include, but are not limited to personality, age, life experience, race/ethnicity, socio-economic class, gender, sexual orientation, national origin, ability and religion.

Notes:



Inclusion

Actively and intentionally valuing multiple layers of human differences and viewing such differences as strengths. Inclusion is the degree to which **employees and customers** of all identities—whether visible or not—are able to be authentic and feel safe and respected.



Professional Authenticity



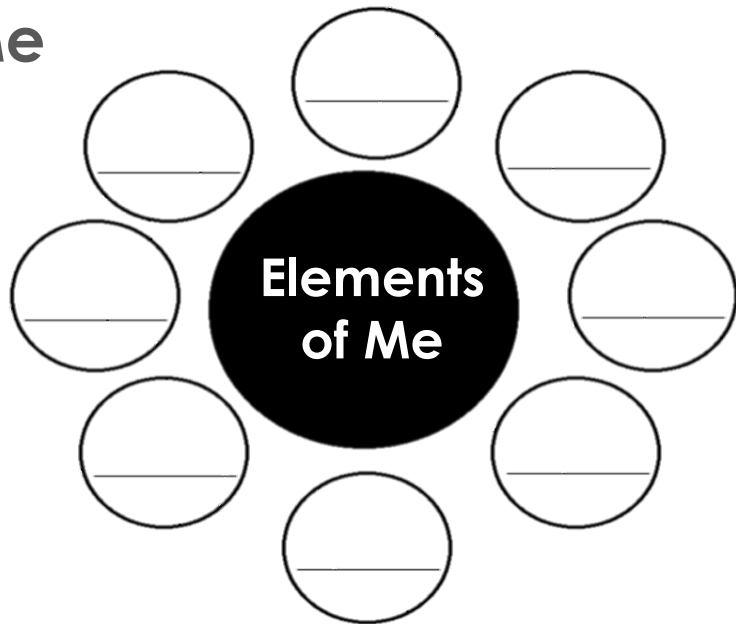
What are some of the things that make up our culture?

Culture is ...

A shared pattern of norms, traditions, beliefs, behaviors, and values maintained by groups of interacting people.



Elements of Me



Elements of Me

How do these elements of your cultural identity shape your communication, expectations, behaviors or actions?

Choose your top 3 from above then answer:

How do these identities shape your communication, expectations, behaviors, or actions?

1.	2.	3.
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____



Cultural Awareness

Cultural Awareness is the ability to honor and respect the beliefs, backgrounds, inter-personal styles, attitudes and behaviors of both customers and employees in order to work effectively in cross-cultural situations.

A culturally aware organization incorporates these values in its policies, administration and practices.


Notes:



We All Have Biases

What is a bias?

A bias is prejudice in favor of or against one thing, person, or group compared with another.



- As **Public Servants** we need to be mindful of **other types of biases**
 - **Cultural Bias**, this is when we interpret and judge ideas in terms particular to our own individual cultural beliefs and ways of seeing the world while excluding other cultural beliefs.
 - **Blind Spots**: A blind spot is when you are not able to recognize biases that you have, yet you can identify the biases of others. This typically occurs, when people are not aware of the **impact** their biases have on their judgement and decision making.
- Having an **over-generalized belief about a particular** category of people **can** be a direct **result** of **our biases**.
- **Stereotypes** are generalized assumptions that can **encourage prejudice**.

It is important that we learn to recognize **our own biases**, because **they can** directly influence our behaviors.



Overcoming Cultural Biases

- Develop a comfort level with discomfort
- Recognize your cultural programming and how it might differ from others
- Instead of minimizing differences, amplify them to drive results
- Be more conscious, objective and accountable for your own biases



Our Diverse Population

Perceptions

Disparity

Disproportionality

Equity

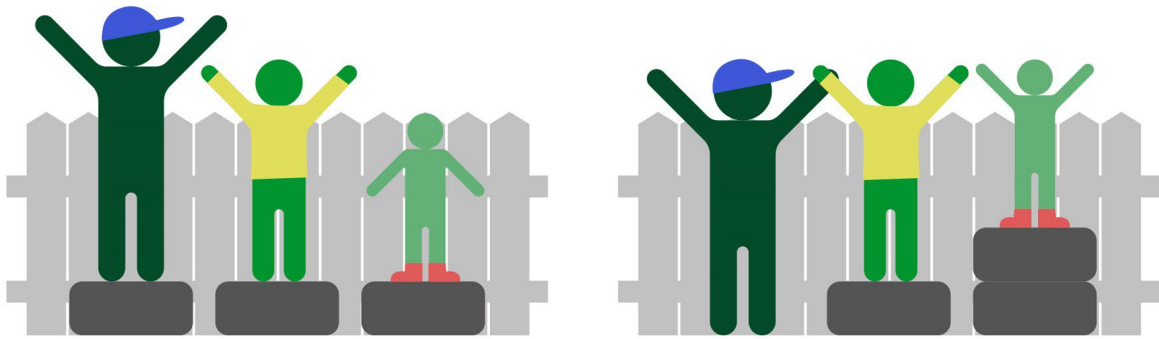


Disparity: It is a **lack of similarity or equality**, great differences.

Disproportionality: is **Not proportional**.

/Equity: Equity is fair treatment, access, opportunity for all. It identifies and eliminates barriers. Equity acknowledges and considers differences, disparities, and disproportionality to ensure a **fair process and outcome**.

Equality vs. Equity



Equality looks and feels like the picture on the right: everyone was given the exact same box without taking in consideration their own individual needs.

Equity is looks like the image on the right, where the boxes were distributed in accordance with their needs.

If we are to truly embrace inclusion, it's important to bring to light those things that could stand in its way.

Notes:

Serving with HEART



Practice the mindset of “**Positive Approach = Positive Experience**”

HEART acronym:

H= **Helpfulness**: Going out of your way to find the answers.

E= **Expertise**: Being knowledgeable and to keeping an open mind to change and new ideas.

A= **Attentiveness**: Being ready to meet Our Customer’s Needs, Practicing active listening.

R= **Respect**: Treating customer with dignity and courtesy

T= **Timeliness**: Being efficient with our customer's time. Being respectful of their time and yours.

For more information on our Customer Service mission, vision and our commitment to Serving Everyone with Heart please go to InSite under the “Our Culture” page.

What can you do?



- Know the vision and goals
- Actively engage
- Become culturally aware
- Welcome ideas
- Commit to continuous improvement
- Communicate and educate
- Scan to join Employee Resource Group

[Click here to learn more about the County's Strategic Plan for Diversity and Inclusion.](#)