



Inclusive Diversity Insights From America

Harnessing the Power of Inclusive
Diversity

Three Degrees of Influence



Photo by Wonderworks, Flickr

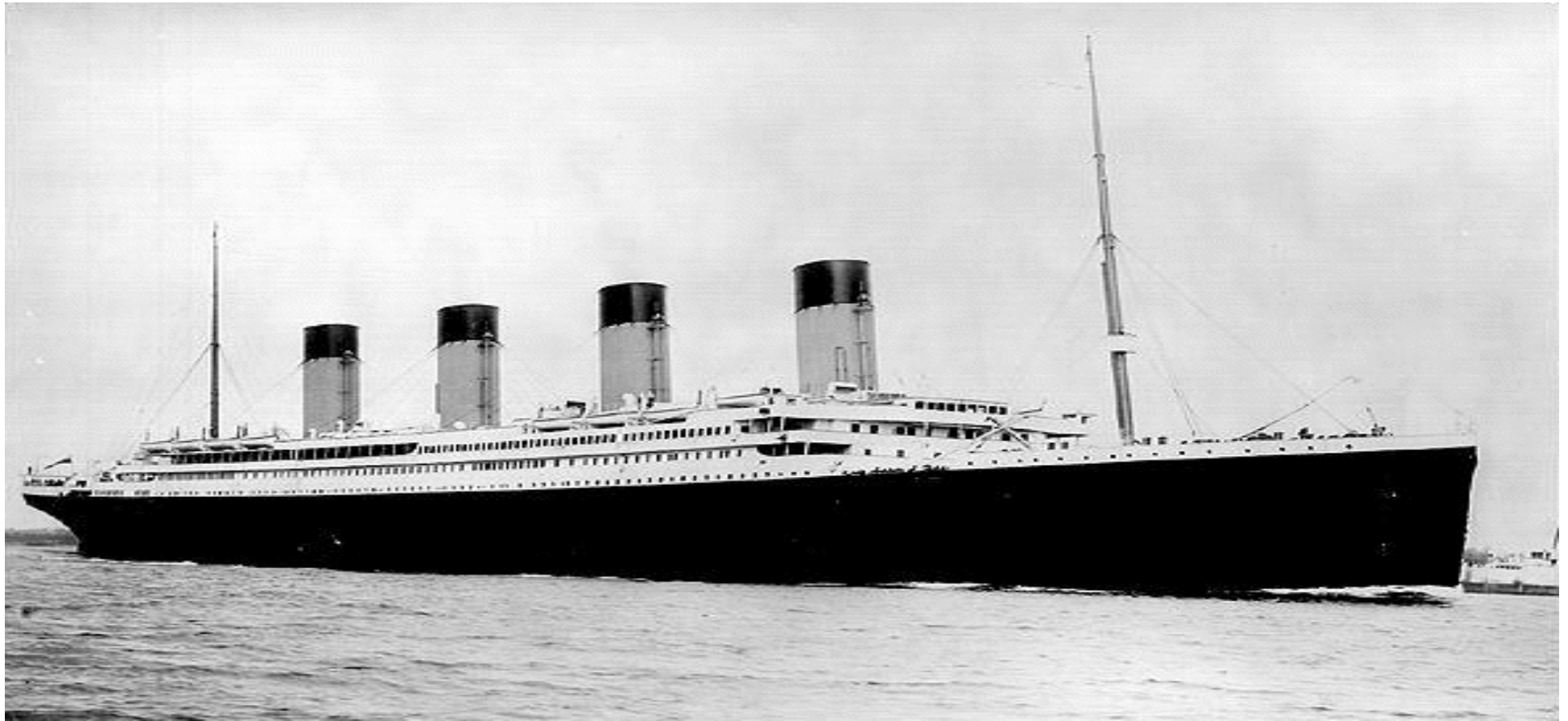
If we are connected to everyone by 6 degrees and influence those up to 3 degrees, then we can reach halfway to the whole world!

1 2 3

But First, Your Story...

- Who: Who were your parents? Grandparents? History?
- What: What were the 3 events growing up that impacted you the most?
- When: When were you born? Generational memories
- Where: Where were you born? Spent most of your time growing up? Memories?
- How: How were you raised? Parents or Grandparents? Strict? Religious?
- Why: In your opinion why do good or bad things happen to people?

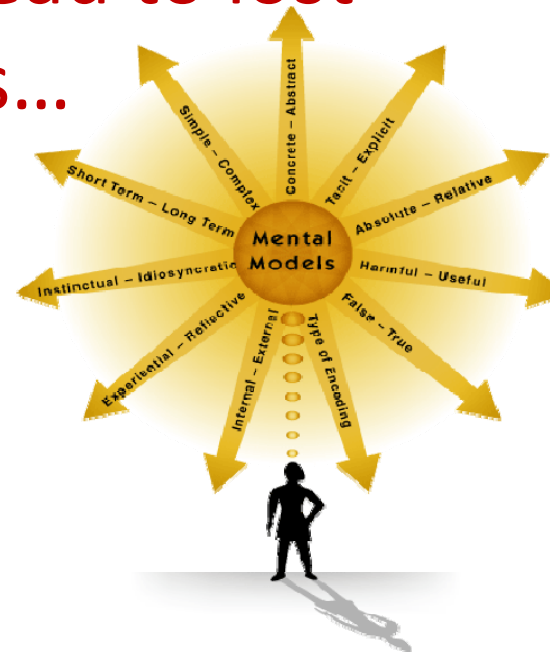
The Titanic



Newspapers from the time estimated the size of the iceberg to be between 50-100 feet high and 200-400 feet long. Titanic was navigable for awhile and could have pulled aside the iceberg. Many people could have climbed aboard it to find flat places to stay out of the water for the four hours before help arrived. Fixated on the fact that icebergs sink ships, people overlooked the size and shape of the iceberg (plus the fact that it would not sink).



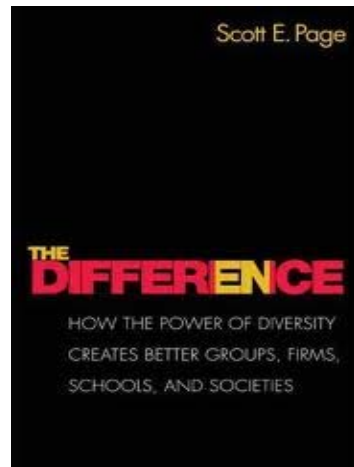
Wrong mental maps lead to wrong
solutions which lead to lost
resources...



The Real Power of Inclusive Diversity is
the Building up of Social Capital
through the Smart use of Social
Networks thereby Creating Trust and
Brain Power to Solve Hard Problems...

The Diversity Trumps Ability Theorem

- **The Difference**



- **Mathematical truth**

“collective ability equals
individual ability plus
diversity” and that
diversity trumps ability”

Scott Page



“Progress
depends as much
on our collective
differences as it
does on our
individual IQ
scores”

Some insights about the Federal Government of the United States

- 2.3 Million Federal Employees
- Over 350 Government Agencies
- Located in every part of the world
- Biggest employer in the world

Presidential Executive Order 13583

August 2011

- “Establishing a Coordinated Government-wide Initiative to Promote Diversity and Inclusion in the Federal Workforce.”
- Created responsibility of EEO, Diversity, HR Offices to work together...

Vision

To create a workplace that works for
everyone

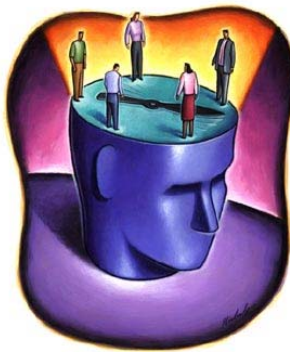
The Research...

- 2 yrs
- 300 research documents reviewed
- 25 companies contacted
- Complete data mining conducted

What We Found...

- Organizational silos or boundaries are the sources of most of our diversity and inclusion challenges. This is amplified by our unconscious biases and ultimately result in a lack meaningful connection to each other, our teams, and our organization.
- The key is cliques not individuals.
- We are a web of interconnected relationships.
- We have wrong assumptions about human behavior.
- Change can happen quickly, but it takes a mindset change ...

Understanding the Barriers...



Blink:

Unconscious
Biases



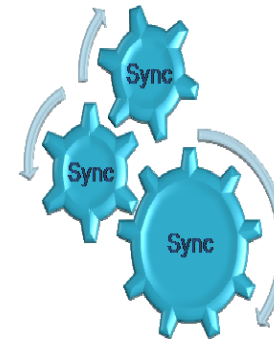
Wink:

Say one thing and do
another



Link:

No connection to
others outside our
cliques and clans



Sync:

Major systems
are not aligned
to generate
difference

Social Biases that create silos and limit our potential...

**“Like Me”
Bias**



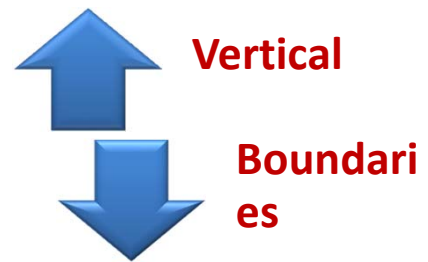
**“Confirmation
Bias**

Confirmation Bias inc.

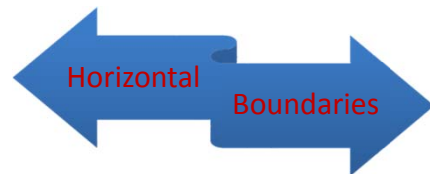
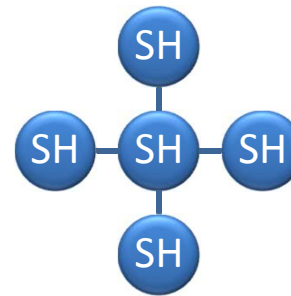


**“Broken
Windows” Bias**





Stakeholder Boundaries



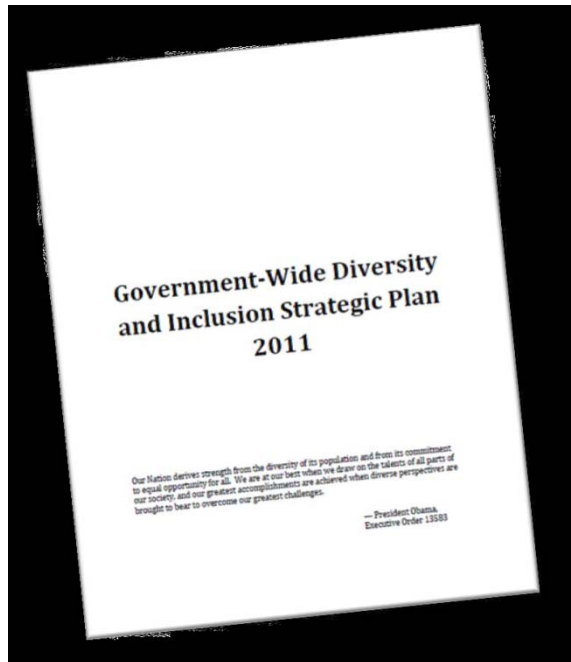
Demographic Boundaries



Geographic Boundaries



Government-Wide Diversity and Inclusion Strategic Plan



- Simple
- Focus on...
 - Seed
 - Feed
 - Grow

The Goals...

- Workforce Diversity
- Workplace Inclusion
- Sustainability

The Brown Paradox



Business Model Generation

“A business model describes the rationale of how an organization creates, delivers, and captures value”

Business Model Innovation Examples...

- Southwest
- Netflix
- Amazon
- Apple...itunes

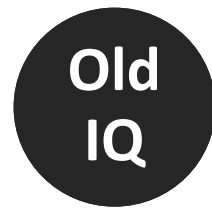
Business Model Canvas

 Partners	 Key Activities	 Value Proposition	 Customer Relationships	 Customers
	 Key Resources		 Channels	
 Cost Drivers			 Revenue Streams	

THE NEW IQ: INCLUSION

Why we-smarts is better than me-smarts

In with the New and out with the Old...



Individual
Smarts is less
important

Group Smarts is
most important

The New IQ = Inclusion Quotient



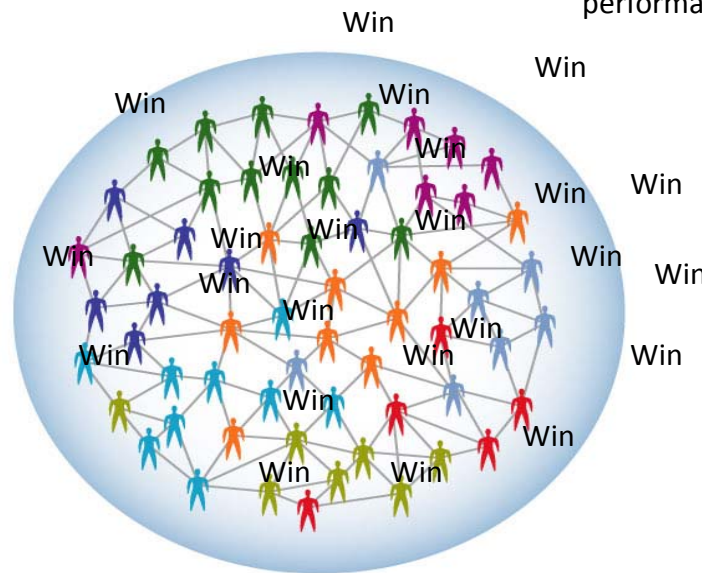
Measures

Inclusive Intelligence:

The intentional, deliberate, and proactive acts that increase work group intelligence by making people feel they “belong” and are “uniquely” valued.

**We are
Smarter like
this...**

An interactive networked
organization



A stable, robust, high-
performance system

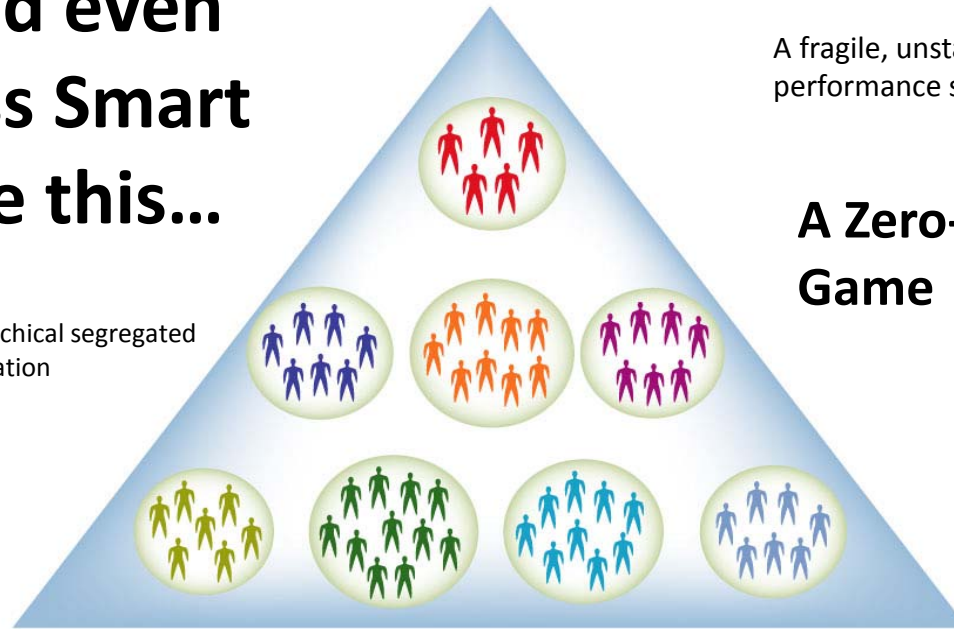
**A Positive-Sum
Game**

**We are less
Smart like
this...**



**And even
less Smart
like this...**

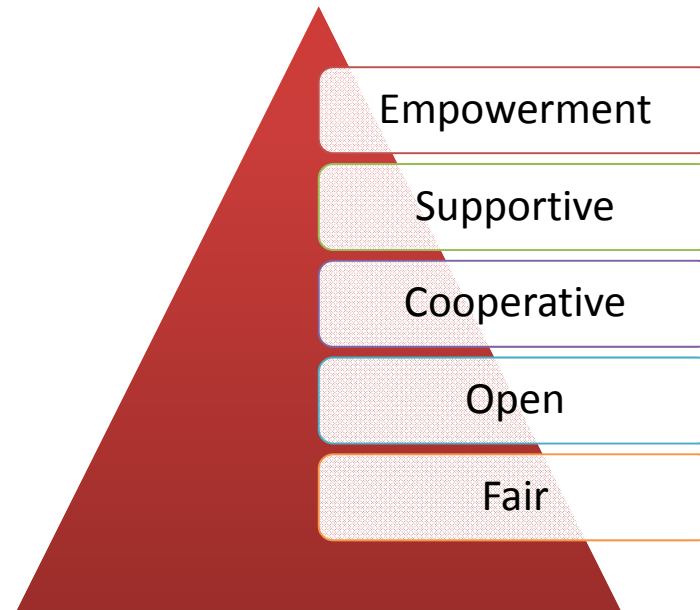
A hierarchical segregated
organization



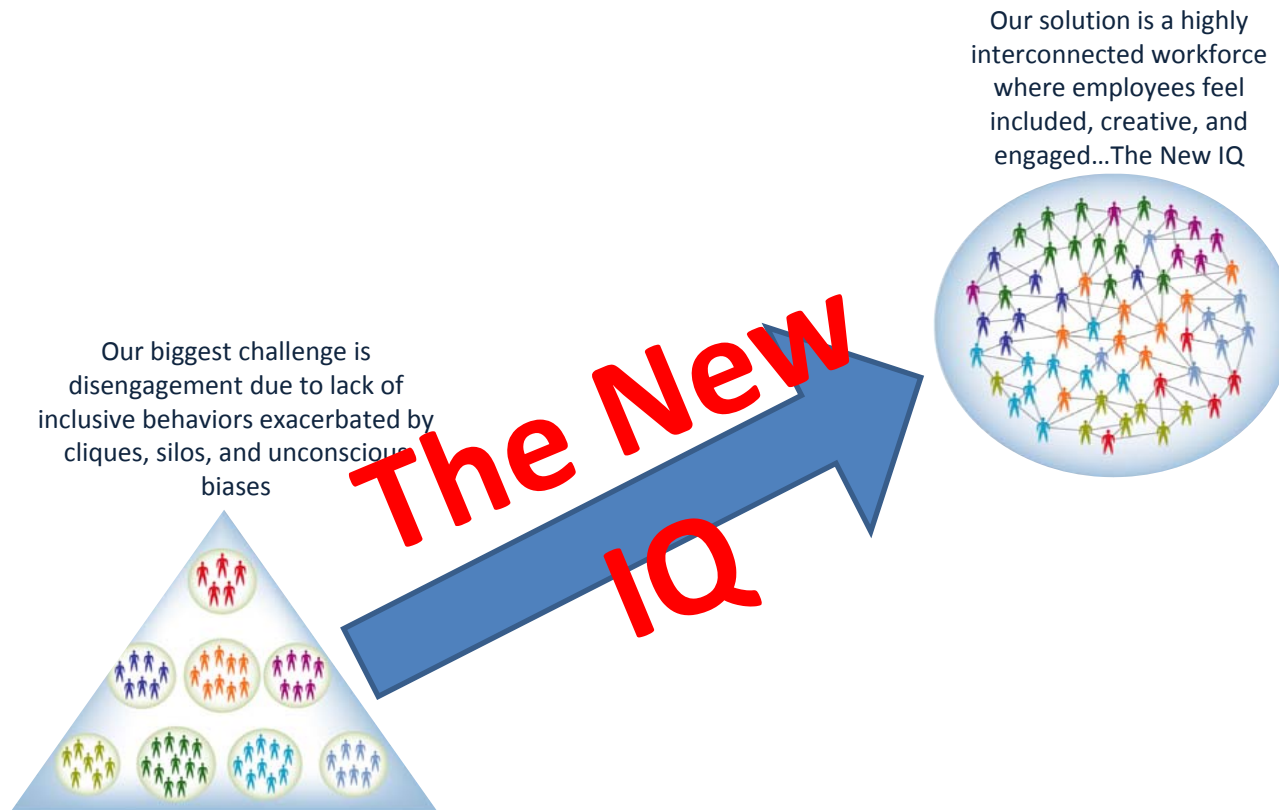
A fragile, unstable, low-
performance system

**A Zero-Sum
Game**

The New IQ: 5 Inclusive Habits



How do we get from here to there?



Game Changers...the Key to Spreading Inclusive Behaviors



3 Types of People you need on your team...



Three Degrees of Influence



Photo by Wonderworks, Flickr

If we are connected to everyone by 6 degrees and influence those up to 3 degrees, then we can reach halfway to the whole world!

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The 80/20 Rule



**We are called to
be architects of
the future, not
its victims.**

-Buckminster Fuller

Questions?

