

Everybody at the Table:

Continuing the discussion on
Diversity, Equity, & Inclusion.





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EVERYBODY AT THE TABLE
ACTION BEHIND THE CONVERSATION

TODAY WE'LL DISCUSS

The PCIHO Model of Cultural Change

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Pioneer
Champion
Influencer
Hesitater
Obstructor



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ROLE	PURPOSE	MOTIVATIONS	IDENTIFIES AS	SELF-TALK/ BEHAVIOR	CHANGE-DRIVEN ACTIONS
PIONEER	Create and cast a vision for change.	Bring out the best.	Empowered	This is wrong. How do I make this right? What can I do to lead?	Clarify your vision Make it safe for everyone to join you.
CHAMPIONS	Support the vision & plan for change.	Being on a winning team.	Supportive	What can I do to help? How can I add value?	You bring structure and organization. You make it as inclusive as possible. You celebrate every incremental step forward.
INFLUENCERS	Carry the message to the community.	Moving people to action Peacemakers	Enthusiastic	How can I spread the word? How can I get others to join in? How can I take this further?	Can you bring your voice alive? Can you move with intention & purpose?
HESITATERS	Wait and see; watch from a distance.	Keeping status quo Not rocking the boat	Responsible	Is this safe for us/me? Let's wait and see. Don't stick your neck out.	What's one thing you can do? Can you risk getting it wrong?
OBSTRUCTERS	Be obstructive to change.	Fear of change, the unknown, or being wrong	Right	This won't work. Here we go again. Waste of time & money. We don't even have this problem.	Can you be open minded to a new idea? Can you seek understanding? Can you declare noble intent? If you can't be for, don't be against.

ASK YOURSELF ...

- Where do I self-identify?
- What is the role that I'm playing within the organization?
- What's my purpose?
- What's my goal?

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The goal has to be
the common good
for all of us.




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FOUR KEY POINTS

- Awareness
- Empathy
- Opportunity
- Engagement

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*Awareness is the first step to
making change.*

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It's normal to have different perspectives within an organization.

The ability to communicate those perspectives makes a company stronger.




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EMPATHY

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People don't leave
organizations, they leave
people.



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OPPORTUNITY

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Opportunity for compassion

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ENGAGEMENT

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The cost of Diversity &
Inclusion is in not
implementing it.



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When employees feel included, they are more engaged and more committed to their work. They then give much more discretionary good will to their employer.

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STEREOTYPE

An idea or belief one has about a specific demographic based on their outward appearance that may be untrue or partially true.

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AGEISM

Prejudice or discrimination on
the grounds of a person's age.

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IMPLICIT BIAS

The attitude or stereotype that affects our understanding, actions and decisions in an unconscious manner.

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The Art of Communication

- **Thermostat**
- **Thermometer**



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Seek first to understand, then to be understood.

- Stephen Covey




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- 7% words
- 38% voice
- 55% body language



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To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.

- Tony Robbins

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DIVERSITY, EQUITY, & INCLUSION AND CULTURE

It's the enforcement of policies
and procedures within a
workplace that sets the tone
for how people will interact
with one another.

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DIVERSITY, EQUITY, & INCLUSION AND CULTURE

*It is okay to have shared
values and also to think
differently.*

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MOTHER TERESA

You can do what I cannot do.
I can do what you cannot do.
Together we can do great
things.

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DISENGAGED EMPLOYEES

What are some action steps
you could take to be more
supportive of your coworkers?

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THANK YOU!

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