

Our Workplace Inclusion Survey Report: Highlights and Results

Thank you for participating in our workplace survey. The results are in - and they reveal some significant insights into our successes and failures at offering an inclusive workplace. While the feedback was mostly positive, it's clear we need to do better in specific areas.

Here are a few highlights of our strengths and our areas for improvement.

Being Heard, Feeling Accepted

Almost all of you feel you belong here, which is good – but we'd like it to be better.

The majority agreed that we value diverse perspectives and respect people of all cultures and backgrounds, but a few of you don't feel this is the case. And when it comes to feeling that your opinions are valued, almost 1 out of 10 disagreed. We need to improve that.

Only 82% of you feel your colleagues understand who you really are, which means nearly 1 out of 5 team members don't feel seen as their real selves. Some of that may be due to our dispersed workforce and influx of new employees, but it's still an opportunity to do better.

Almost 10% of you either disagreed or were neutral in terms of feeling you can be successful as your authentic self, which is also concerning.

Everyone agreed or was neutral that our team appreciates others whose backgrounds, beliefs and experiences are different from their own.

Living Our Diversity and Inclusion Message

We earned better marks when it comes to hiring people from diverse backgrounds. No one disagreed with that. But a few of you did disagree that diversity, equity, and inclusion are senior leadership priorities. Hopefully our new initiatives will change that.

A few of you are also unsure how or where to report concerns about harassment or discrimination; again, our new hotline should help with this.

One concern is that nearly 8% of you disagreed we would take appropriate action in response to incidents of discrimination and or bias. A small number seem unconvinced that we're committed to improving diversity and inclusion, and others disagreed that we've done a good job providing educational programs that promote those values.

Finally, this result shows we have real work to do; only 37% strongly agreed that team members understand the cultural context for our client relationships. 11% disagreed and another 10% were neutral. This is an obvious red flag as our goal here is culturally informed collaboration with every client – regardless of their background or identity.

Survey Takeaways

- We need to ensure every employee feels welcomed, understood, and accepted.
- We need to better listen to and value diverse perspectives.
- We need to make diversity, equity, and inclusion a top priority – and demonstrate this clearly.
- We need to ensure every client has a comfortable and equitable experience.

Ultimately, inclusion is collaborative. Collectively, we shape our culture with our behavior, our attitudes, our services, and our interactions. I invite you to ponder the following results and share your ideas for building a workplace that is vibrant, rewarding, and inclusive.

Thank you for your candor and your passion for change.

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