



CREATING DIVERSE & INCLUSIVE TEAMS

A FU⁺UREPLUS GUIDE



+ WHAT IS DIVERSITY & INCLUSION?

Addressing issues of **diversity and inclusion (D&I)**, both within your direct operations and throughout your value chain, aims to ensure that your employees and stakeholders are treated equitably, and with dignity and respect.

Diversity in the workplace means that an organisation employs a diverse team of people, reflective of the societies in which it exists and operates. Diversity incorporates all the elements that make individuals unique from one another, including age, gender, ethnicity, sexual orientation and more.

Inclusion is ensuring equal access to opportunities and resources for all, including those who might otherwise be excluded or marginalised. An inclusive workplace ensures that the voices and opinions of everyone are heard and considered, creating an environment where everyone feels respected and valued.



+ WHY D&I IS GOOD FOR PEOPLE & FOR BUSINESS

Increased employee engagement and trust – When employees feel more included, they are likely to be more engaged. This higher engagement has a ripple effect on profitability, team morale, and retention.

New perspectives and innovation – Your company has a much higher chance of coming up with fresh ideas with a more diverse group.

Better decision-making – Diverse teams make better decisions, yet many companies exclude their employees from the decision-making process. Businesses that actively seek minority voices learn about the issues that diverse employees face.

Stronger business results and profits – A Harvard Business Review found that more diverse companies report 19 per cent higher revenue.



+ COLLECTING DATA

Why collect D&I data?

It may be difficult to understand the current diversity & inclusion standing of your organisation without first collecting data on your employees. D&I data can provide valuable information to guide longer-term **decision making** and to shape a D&I **strategy** specific to your business. It also provides a way to **benchmark** any progress you make.

Before you start, make sure you are clear on your final objectives. Reasons for collecting D&I data may include:

- **Monitoring equal opportunities** - are there balanced opportunities for employees across different groups? Is there a diverse mix of representation in leadership and decision-making roles?
- **Identifying trends** - such as retention, promotion, or pay levels
- **Representation assessment** - is the make up of your organisation representative of the communities in which you operate?

Make sure you are clear on what your practical / tangible next steps will be once the data has been collected and analysed.



+ COLLECTING DATA

How to collect data

The type of D&I data you may want to collect about your employees will depend on what you want to use it for. Data points include (though are not exhaustive to):

- Gender
- Age
- Nationality
- Neurodiversity
- Disability
- Union affiliation
- Race
- Ethnicity
- Religion
- Identity

You can filter this list to include only the data points you feel are most relevant to your business and it's D&I initiatives. **Transparency** is also vitally important when collecting data - explain to all employees why the data is being collected and include a 'prefer not to say' option on all questions. Make sure any data collection is anonymised.

Once you have analysed the findings, make sure they are presented coherently and shared company-wide. This will help employees to understand how the data is being used and the next steps the organisation means to take.



+ POLICIES & PROCEDURES

We recommend putting in place a **Diversity & Inclusion Policy or statement** which should include:

- Providing equal opportunities, covering gender, race, disability, identity, neurodiversity, age, nationality, union affiliation, and religion
- How you ensure dignity at work
- How you deal with harassment complaints
- How you investigate claims of bullying and harassment

Your policy should help everyone to know/communicate the following:

- That you support and treat everyone fairly
- The kind of behaviour that is expected from your employees
- About discrimination and the law, and what is not acceptable
- Where to find the procedures for resolving any problems

Make sure that all employees and stakeholders are aware of your policies, and be clear that you take a zero-tolerance approach to any breaches.



+ D&I TRAINING

Training/learning modules are a good way to ensure that your employees are aware of what creating diverse and inclusive teams entails and what policies you have in place.

For example, educating employees on relevant behaviours and conducts:

- Unconscious biases
- Microaggressions
- Language and terminology
- Allyship

We can help!

If you would like to conduct D&I training, we are happy to create a training pack for you, including presentations, moderator scripts and any additional information you may need. We can also provide bespoke in-person D&I workshops. For more information please contact: team@future-plus.co.uk



+ RECRUITMENT PROCESS

Incorporating D&I considerations into your recruitment processes is key to creating diverse and inclusive teams.

Where to start?

Promote diversity and inclusion in job descriptions and adverts, but also communicate the importance of D&I in the recruitment process to your HR team and other relevant persons. Make sure they undergo proper training to teach them to recognise any unconscious (or conscious) bias and use of the correct terminology when communicating with different people.

Other things to consider:

- **Keep in mind retention** – if you're going to invest a lot of energy into recruiting increasingly diverse employees, make sure you are finding new ways to retain them.
- **Setting goals** – try setting process goals instead of outcome goals (which are often based on demographic statistics and a single focus). Focus on what you can control.

+ PROVIDING AN ACCESSIBLE & INCLUSIVE WORKPLACE

As part of creating diverse and inclusive teams, you must ensure you are providing an accessible and inclusive workplace that is suitable for those with physical or mental disabilities and neurodiversity.

Inclusive workplace design is important to ensure the retention and wellbeing of diverse employees, and might include:

- Stair-free access to offices
- Accessible doorways
- Ramps
- Height adjustable desks and chairs
- Braille keyboards or displays
- Assistive listening devices
- Appropriate lighting levels
- Quiet areas
- Clear signage

NEED MORE HELP?

We offer consultancy services if you would like more comprehensive support with creating diverse and inclusive teams. For example, we can create a bespoke D&I policy from scratch and/or create a training pack to send to your employees.

Please let us know if you would like more information - we would be happy to help: team@future-plus.co.uk

