EEOC

Welcoming Diversity

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Objectives

- Learn about the Equal Employment Opportunity Commission
- Define Discrimination
- Learn about the Importance of creating an opening and inclusive environment
- Approaching sensitive conversation regarding race, color, gender, sexual orientation, religion, etc.
- Discuss how to work with diverse populations
What is the EEOC?

• United States Equal Employment Opportunity Commission, “EEOC”
• Federal agency that investigates and enforces civil rights laws against workplace discrimination.
• We have offices in all 50 states
Key Laws Enforced by EEOC

Title VII of the Civil Rights Act of 1964
Age Discrimination in Employment Act of 1967
Equal Pay Act of 1963
Genetic Information Nondiscrimination Act of 2008
The Americans with Disabilities Act of 1990
The EEOC’s Process

FREE ➔ neutral ➔ Litigate

Take complaint
Investigate
Make finding

Reasonable Cause ➔ Conciliate

Mediate

No Cause ➔ Private Suit
What is Discrimination?

Workplace discrimination refers to subjecting an individual to an adverse employment action (discipline, less desirable assignment, pay, etc.) due to their race, religion, national origin, disability, color, sex, age or genetic information.
Classical Conditioning

A learning process that occurs when two stimuli are repeatedly paired; a response that is at first elicited by the second stimulus is eventually elicited by the first stimulus alone.
Acquiring Bias (Media)

This kid is Mexican why is he singing the national anthem. #yournotamerican #gohome
Acquiring Bias (Marketing)
Acquiring Bias (Social Group)

- Immediate family
- Extended family
- Friends
- Acquaintances
- Classmates
- Teachers
- Religious heads
- Co-workers
“We all decry prejudice, yet are all prejudiced.”
-Herbert Spencer
Explicit v. Implicit Bias

- Explicit Bias - Conscious actions that treat individuals of a certain group (age, race, sex, etc.) favorably or unfavorably.

- Implicit bias - Unconscious actions (usually policies and procedures) that treat individuals of a certain group (age, race, sex, etc.) favorably or unfavorably
Which of the Following is an Example of Explicit Bias?

A. Part of the application process for a position where movement is not required is to take a physical agility test.

B. An employee is told that the only way they could keep their job is to successfully complete a Performance Improvement Plan.

C. An employee is told they are laid off since they are the oldest employee on staff.
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What is Diversity

• Workplace diversity refers to the variety of differences between people in an organization. This includes race, gender, ethnic group, age, religion and more.

• Diversity is understanding each other, moving beyond simple tolerance to embrace and celebrate the rich dimensions of uniqueness contained within each individual.
Benefits of a Diverse Working Environment

• Increased employee pool
• Increased adaptability
• Broader Service Range
• Improves employee morale
• Improves legal protection
Negative Effects of Prejudice

- Limits the labor pool
- Increases turnover
- Stifles new ideas, talents and perspectives
- Decreases customer services
- Increases discrimination claims
Levels of Acceptance

1. Exclusion
The level furthest from welcoming diversity. In a culture of exclusion, people strive to keep the “norm” as they are and avoid change.

2. Tolerance
The next level on the path towards fully, celebrated diversity. As implied in the verb, “to tolerate” this level reflects an attitude where people who are different may be included but are not welcome.

3. Acceptance
The third level, when attitudes begin to change about those formerly viewed as outsiders. People previously seen as different, threatening or unwelcome begin to be actively accepted.

4. Embracing
The highest level of awareness in welcoming diversity. Those who have reached this level truly enjoy others’ varied backgrounds and have a sincere desire to engage them—potentially changing the existing structure or culture.
Step One: Recruit for Diversity

- Assess need
- Create a diverse pool of candidates
- Advertise diversity
- Create a diversity mission statement
Diversity Mission Statement

- Coca-Cola: “The Coca-Cola Company's global diversity mission is to mirror the rich diversity of the marketplace we serve and be recognized for our leadership in Diversity, Inclusion and Fairness in all aspects of our business, including Workplace, Marketplace, Supplier and Community, enhancing the Company’s social license to operate.”

- Starbucks: “At the heart of our business, we seek to inspire and nurture the human spirit - understanding that each person brings a distinct life experience to the table. Our partners are diverse not only in gender, race, ethnicity, sexual orientation, disability, religion and age, but also in cultural backgrounds, life experiences, thoughts and ideas.”
Step Two: Increase Cross-Cultural Interaction

• Actively seek out new perspectives and ideas
• Treat others how they want to be treated.
• Observe diverse traditions, celebrations and holidays.
Step Three: Educate Employees and Set Expectations

- Educate yourself
- Create easily understandable and accessible policies regarding communicating diversity concerns
- Host diversity trainings for employees
- Host meetings discussing diversity
Step Four: Address Issues and Areas of Concern

• Post anti-discrimination and anti-harassment policies that are easy to access in the workplace.
• Look for signs of behavior or elements of a hostile environment.
• Hold employees accountable for their behavior.
Questions?

FOR A FAIR SELECTION EVERYBODY HAS TO TAKE THE SAME EXAM: PLEASE CLIMB THAT TREE
Contact Information

For Outreach / Training
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THANK YOU