The Kaleidoscope Group

• **Full service Diversity and Inclusion consulting firm headquartered in Chicago**
• **Led by Doug Harris, CEO, a nationally recognized presenter and Diversity and Inclusion consultant**
• **Has assisted organizations with successfully managing culture change and creating inclusion for over 30 years**
• **Strategic alliance partners for specialized Diversity and Inclusion needs**
Eric Watson, Executive Consultant

Eric Watson is responsible for developing and advising Client Strategy, CDO Coaching, Advisory Board and serving as a Liaison and thought leader for Associations and Conferences. As a credible industry voice and innovator he is also accountable for market and talent development.

Watson is the former President and CEO of the Carolinas-Virginia Minority Supplier Development Council (CVMSDC), a private, non-profit, 501(c)(3) organization, with more than 250 corporate members and 475 certified Minority Business Enterprise (MBE) members.

Watson was responsible for the development and execution of strategy to achieve CVMSDC’s vision and goals of advancing business opportunities between major corporations and minority business enterprises in North Carolina, South Carolina and Central Virginia. His responsibilities also included membership and funding outreach, as well as, leadership of day-to-day operations related to services, programs, education, and staff and fiscal management. business.

Watson has 38 years of experience in operations management, including more than 25 years in the field of diversity and inclusion. Watson has developed strategies that impact business success through creating a vision for managing diversity, designing leadership mentoring programs to promote diversity, and establishing an accountability system for business.
INTRODUCTIONS

• Your Name.
• Name of Your Business.
• **One Word** that would describe you as a business person.
• What are you looking to get out of this session?

In the business world, the rearview mirror is always clearer than the windshield.

~ Warren Buffett
“Everyone thinks of changing the world, but no one thinks of changing themselves.”

--- Leo Tolstoy
Outcomes

• Explore Giving and Seeking Feedback
• Willingness to Accept Responsibility
• Make Mutual Contact
• Value Individual Differences
• Take a Stand on Inappropriate Behavior
Rules of Engagement

• Listen for Understanding
• Respect All Opinions
• Honor Confidentiality
• Equal Voice
• Participate
• Others?
HOW MANY F’s?

FINISHED FILES ARE THE RESULT OF YEARS
OF SCIENTIFIC STUDY COMBINED WITH
THE EXPERIENCE OF MANY YEARS.
How Many Shelves Do You Count - 3 or 4?

The Power of Perceptions
Count the black dots! :o)
DEFINITION OF BIAS

a preference

FOR or AGAINST.
Scope of Bias

UNCONSCIOUS
Don’t know you have it.

CONSCIOUS
Know you have it.

GROUP
Many people have the same bias.
The Science:
How Unconscious Bias Happens

11 Million Per Second

40 Bits Consciously Processed

99.99996% Unconsciously Processed

© The Kaleidoscope Group, LLC. All rights reserved. No reproduction without written permission.
Transformation

Every active, passive or passive-aggressive decision we make shapes the future of the organization, determines whether we experience the best of profits, accolades, and bonuses or the worst of losses, layoffs, and failure.

Once we accept this fundamental reality, some simple questions present themselves:

• Will we be proactive or reactive?
• Will we take action or allow ourselves to be acted upon?

Great business leaders do more than navigate today’s challenges; they chart the course for and steer their organizations toward tomorrow’s success.
### A Tale of Two Companies

<table>
<thead>
<tr>
<th>Getting the best people</th>
<th>Unconscious Bias Enterprises</th>
<th>Conscious Inclusion, Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hire “like me”</td>
<td>Hire best fit for role</td>
</tr>
<tr>
<td></td>
<td>Limited applicant pool</td>
<td>Broad applicant pool</td>
</tr>
<tr>
<td></td>
<td>Similar experiences/similar</td>
<td>Diverse experiences/diverse</td>
</tr>
<tr>
<td></td>
<td>perspectives</td>
<td>perspectives</td>
</tr>
<tr>
<td>Keeping the best people</td>
<td>Talents missed and ignored</td>
<td>Talents recognized</td>
</tr>
<tr>
<td></td>
<td>Limited by “how we’ve done things”</td>
<td>Varied ideas considered</td>
</tr>
<tr>
<td></td>
<td>Engagement diminished</td>
<td>Engagement elevated</td>
</tr>
<tr>
<td>Getting the best results</td>
<td>Same thinking = Same result</td>
<td>Innovation fostered and leveraged</td>
</tr>
<tr>
<td></td>
<td>Unable to adapt to market changes</td>
<td>Agile when facing market changes</td>
</tr>
</tbody>
</table>
Consciously Inclusive Leader Guidance

- Leader Led Discussions
- Meeting People Where They Are
- Empathetic Listening
- Managing Hot Buttons
Consciously Inclusive Leader Guidance

<table>
<thead>
<tr>
<th>EMPATHETIC LISTENING</th>
<th>MANAGING HOT BUTTONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Clear your mind</td>
<td>Be proactive:</td>
</tr>
<tr>
<td>• Listen for understanding</td>
<td>• Recognize your hot button(s) and what you do when they are pushed</td>
</tr>
<tr>
<td>• Understand your personal agenda</td>
<td>• Practice managing your hot button(s) through providing a neutral response when they surface</td>
</tr>
<tr>
<td>• Remove history</td>
<td>When your hot button is pushed in the conversation:</td>
</tr>
<tr>
<td>• Paraphrase</td>
<td>• Paraphrase what is being said</td>
</tr>
<tr>
<td>• Qualify key words</td>
<td>• Ask: Reactions to that? Any thoughts from the group? What do you all think?</td>
</tr>
<tr>
<td>• Identify what is most important to the person</td>
<td></td>
</tr>
<tr>
<td>• Appreciate their viewpoint</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MEETING PEOPLE WHERE THEY ARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Understand people are at different stages of cultural competence</td>
</tr>
<tr>
<td>• Withhold judgment around the level of people’s cultural competence</td>
</tr>
<tr>
<td>• Do not place blame</td>
</tr>
<tr>
<td>• Respectfully seek to uncover what is keeping them where they are</td>
</tr>
<tr>
<td>• Honor others’ challenges and supports growth from where they are</td>
</tr>
<tr>
<td>• Tailor own messages to the stage of others</td>
</tr>
</tbody>
</table>
# Traits of a Conscious Inclusive Leader

## PRINCIPLES

<table>
<thead>
<tr>
<th>Communicate Authentically</th>
<th>Embrace Differences</th>
<th>Manage Privilege</th>
<th>Demonstrate Empathy</th>
<th>Be Courageous</th>
</tr>
</thead>
</table>

## DEFINITIONS

**Definition:** Consider the recipient and the potential impact on the recipient and then respectfully and honestly share your truth.
*Example:* Share your truth with them vs. around them

**Definition:** Understanding and appreciating the value of different people, backgrounds and ideas and leveraging those differences to achieve exceptional outcomes.
*Example:* Ask the opinion of someone you know will disagree with you

**Definition:** Build productive relationships with outsiders, challenge and support them in attaining high levels of achievement, and bring insiders into the realm of understanding privilege.
*Example:* Use your ears more than your mouth

**Definition:** Feeling the emotions of others, despite the fact that they themselves are not going through the same situation, and able to convey genuine caring for and understanding of the individual.
*Example:* Show that you care before showing what you know

**Definition:** Exhibiting the mental or moral strength to venture, persevere, and withstand danger, fear, or difficulty to address behaviors that are negatively impacting the workplace and create equity for everyone.

## BEHAVIORS

- Articulate the value of D&I at the organization, team and personal level
- Respectfully share my opinions and truths while open to hearing others
- Seek, give and receive timely feedback in an effort to grow
- Work to clarify my own and other’s expectations
- Understand different communication styles and flex accordingly

Actively seek out and include people perspectives that are different from my own
Give everyone the chance to participate, be heard, demonstrate skills and succeed
Show appreciation for different opinions and perspectives
Consciously work to diminish and manage cultural misinformation and stereotypes

Understand what privilege is and where you are privileged.
Examine and challenge privilege inherent in the current norms
Uncover the unique needs of others and adapt your behaviors accordingly
Discuss and work to diminish favoritism
Take responsibility to ensure fair and equitable treatment for everyone.

Work to build trusting relationships with everyone
Focus on understanding others’ perspective before sharing yours.
Listen patiently and actively with ears and eyes to sense comfort, discomfort, understanding and misunderstanding
Show compassion and genuine care for others.
Create an environment of belonging, acceptance, mutual trust and respect

Openly share ideas even if they may not be embraced or implemented.
Address challenges with others despite potential difficulties.
Speak up about disrespectful behavior and provide support to those that speak up
Respectfully challenge culture norms that minimize differences.
Acknowledge your impact on others and apologize for misunderstandings
It’s Your Turn
Thank You!

Eric.Watson@kgdiversity.com
704.305.4669