

# Quick Hits: Equity, Inclusion & Opportunity

KARRAH HERRING, OFFICE OF THE GOVERNOR OF INDIANA



**PHILANTHROPY  
LEADS**



**GOELZER**  
INVESTMENT MANAGEMENT

# GOELZER

INVESTMENT MANAGEMENT



Faegre Drinker Biddle & Reath

FORVIS

Johnson, Grossnickle + Associates



# OFFICE OF THE CHIEF EQUITY, INCLUSION & OPPORTUNITY OFFICER



# Our Approach

“I feel a great responsibility to ensure that we are addressing equity not just across race and ethnicity, but also being mindful of the multiplicity of differences amongst Hoosiers including gender, socioeconomic status, geographic location, physical and mental ability, religion and more.”

- Karrah Herring, J.D.

Chief Equity, Inclusion & Opportunity Officer



Governor Eric J. Holcomb and  
Indiana CEIOO, Karrah Herring

# About Us

## Impetus of the Office

In August of 2020, Governor Eric J. Holcomb shared his thoughts on how true equality and equity lead to opportunities for all. During his address he committed that the state of Indiana would lead by example and take concrete steps to shape the change necessary to remove barriers to access and opportunity for all Hoosiers.



## Value

Removing barriers for ALL Hoosiers



# Our Mission & Vision Statement



## Mission

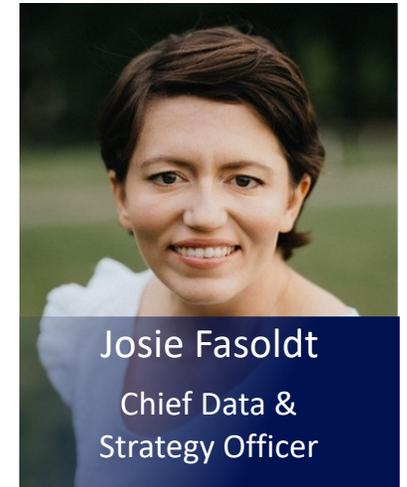
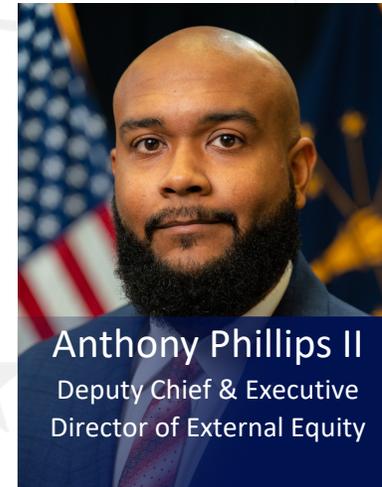
To provide guidance and support to State of Indiana Agencies in order to normalize and operationalize equity, inclusion, and opportunity across all aspects of state workforce engagement and state services.



## Vision

To make Indiana a lasting leader in equity, inclusion and opportunity through targeted strategic initiatives and partnerships, policy development, good stewardship, innovation, and next level service so all Hoosiers have access to the tools necessary to experience their best quality of life.

# The Team Behind The Office



# Our Team Goals

## and Priorities



01

Create a sustainable infrastructure for equity, inclusion, and opportunity within Indiana State Government's executive branch

02

Positively impact literacy rates with K-12 historically underrepresented students

03

Increase diverse entrepreneurship and access to business capital for historically underrepresented individuals

04

Build a sustainable data infrastructure

05

Influence 10-15 anchor institutions and major corporations within the state of Indiana to re-imagine their corporate social responsibility

06

Advance the work of the Office of the CEIOO via strategic partnerships in order to codify the office into legislative statute

# Our Team's Approach to DEI

## Internal Workforce



### Next Level Teams

Workforce inclusion  
and civility training

### EFRGs

Employee Friends  
Resource Groups



### Climate Survey

A campaign to collect feedback  
from the state's workforce on  
opinions of equity, inclusion &  
opportunity issues

The logo features a stylized yellow 'N' with three yellow circles above it, connected by lines to form a path. To the right, the text 'NextLevel' is in dark blue, 'INDIANA' is in yellow, and 'TEAMS' is in a larger yellow font.

# NextLevel INDIANA TEAMS

The Office of the CEIOO's "Supporting Next Level T.E.A.M.S." training is designed to introduce teams to the Office of the CEIOO and define the importance and practical application of the tools of the Civility, Constructive Disagreement and Compassionate Listening in order to prepare teams to be active Champions of Diversity. It is a foundational session created to cultivate conversation on inclusivity and acceptance in the workplace and prepare departments for more in-depth discussions on equity, bias consciousness and allyship.





# **NextLevel** INDIANA **TEAMS**

## Goals for the Training

- Establish consistent messaging, initiatives, and purpose of the Office of the CEIOO
- Define the key concepts of the office's foundation
- Share best practices to support and demonstrate a positive workforce culture
- Create an Inclusive workplace where everyone is Welcomed, Valued, Respected, and Heard



# Key Concepts & Takeaways

**TEAMWORK:** Creating and cultivating respectful partnerships with state agencies and external stakeholders to work effectively toward shared goals related to equity and inclusion.

**EQUITY:** Continuously cultivating an environment where all have the opportunity to thrive in the state of Indiana.

**ACCOUNTABILITY:** Using data to evaluate and assess progress with equity, inclusion and opportunity goals.

**MOMENTUM:** Operating as an innovative, unstoppable and powerful force for good government so all Hoosiers have access to their best quality of life.

**SERVICE:** Maintaining a service-centered, people-focused approach to our daily tasks where we operate with respect and fairness in order to meet the needs of our teammates, our agencies and our state.



# Our approach is focusing on Heart Work

(empathy, relationships, motivation...)



## Remember to "C" One Another

**CIVILITY:** Choosing to proactively treat others with dignity, courtesy, respect, politeness and consideration even in times of disagreement.

**CONSTRUCTIVE DISAGREEMENT:** Choosing to proactively lean into a growth mindset to hear and acknowledge differing views, while also feeling comfortable to speak up and share your views, in order to find common ground and move towards mutually beneficial solutions.

**COMPASSIONATE LISTENING:** Choosing to listen with an empathetic ear in order to validate the experiences of others, even when those experiences are different than your own.

**CHAMPIONING INCLUSION:** As the state of Indiana embarks on a journey to increase and cultivate a culture of equity, opportunity and accessibility, it will be important for each of us to activate civility, constructive disagreement and compassionate listening so we become stronger champions of inclusion. As we grow in these efforts, we will truly "C" one another and together build a stronger and more united Indiana workforce and Hoosier culture.

# Employee Friends Resource Groups

**Coming soon to the  
State of Indiana  
Workforce**

## What are EFRG's?

EFRG's can make a huge contribution within any organization to evolve Culture. This journey starts by aligning your organizations workforce mission in a growth mindset focused on inclusion, civility and belonging among employees.

EFRGs enable organizations in achieving these objectives by helping support current and future employees and to serve departments and business needs more effectively. EFRG's introduce new and current employees to workplace culture and help build and maintain employee engagement and satisfaction.

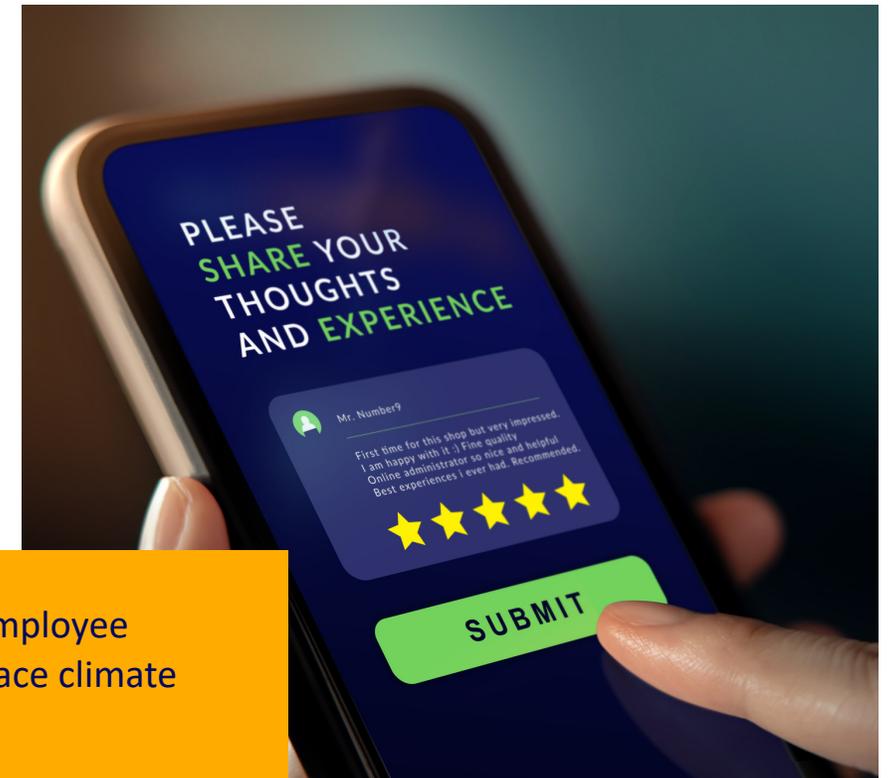
EFRG's offer employee's community, fellowship, and connections to their employee network and one another, giving them a sense of belonging and psychological safety. We know we need to be unwavering in our efforts to build a diverse and inclusive organization, and EFRG's are a valuable tool in facilitating this.

# Workforce Engagement Climate Survey

Plans to launch collector in  
Fall 2022

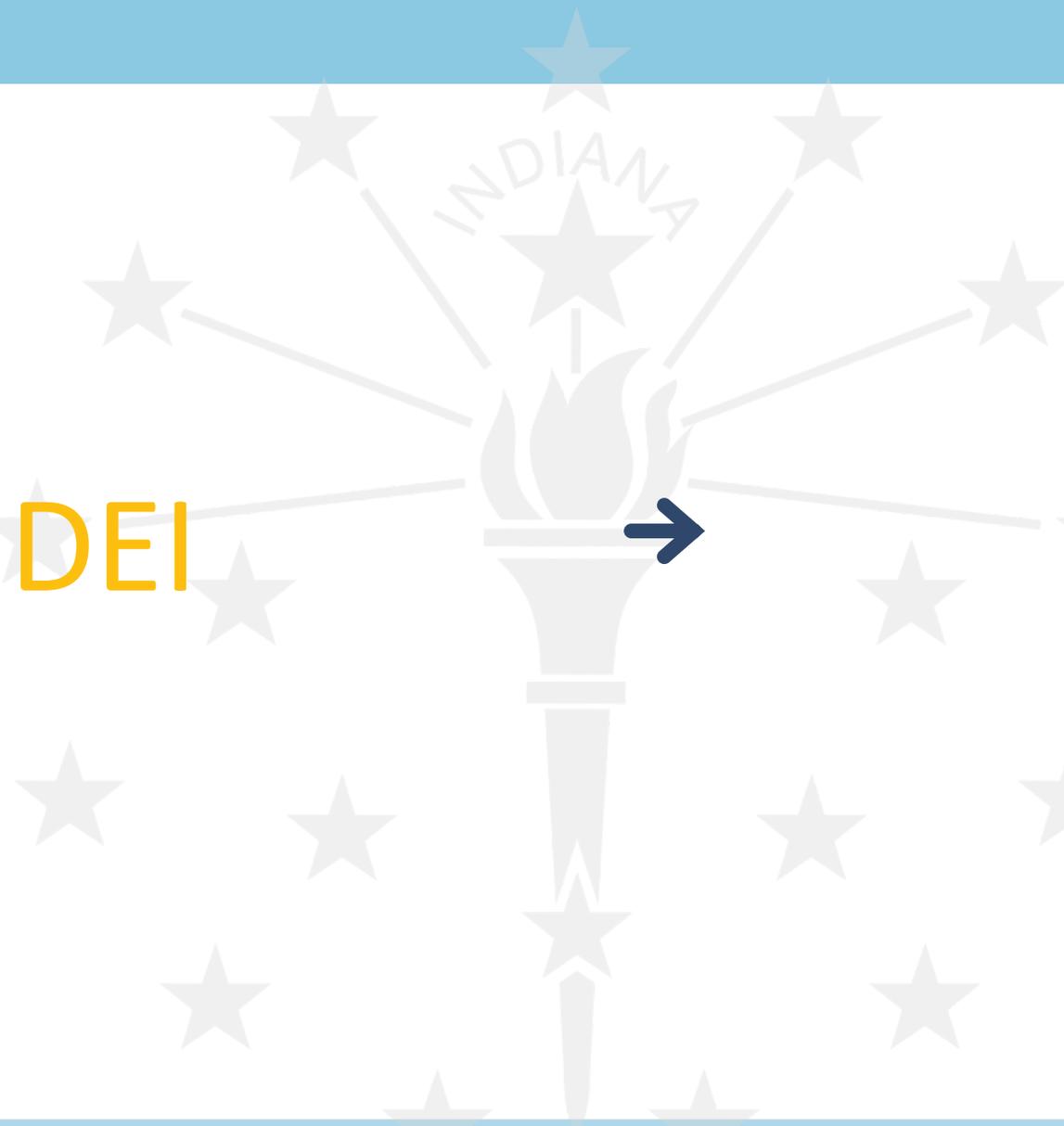
The Office of the CEIOO will conduct a climate survey of workplace culture diversity, equity, inclusion and opportunity issues. The Deputy Chief of Workforce engagement will launch a statewide campaign to drive survey engagement.

In conjunction with the climate survey, the Office of the CEIOO plans to host employee equity, inclusion and opportunity listening sessions by agency to gauge workplace climate enhancement opportunities within the state government.



**What you  
can do to**

**cultivate DEI**





# Defining DEI for your Organization

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Ensuring everyone in your organization utilizes the same definitions of diversity, equity and inclusion may be a heavy lift depending on the size of your organization. However, for the purposes of streamlining efforts, consistency and eliminating confusion, this should be a high priority.



## Defining DEI for your Organization Resources



Glossary of Diversity, Equity and Inclusion Terms

<https://bit.ly/glossaryofdeiterms92922>



Racial Equity Tools

<https://bit.ly/racialequitytools92922>



Workplaces that Work for Women

<https://bit.ly/workplacethatwork92922>

# Start with Civility and Respect



# Start With Civility and Respect

At the State of Indiana Workforce, we understand that everyone enters the DEI space at varying points on the continuum. Our goal is to meet people where they are and ensure we all utilize the foundational principles of civility and respect. Our “Next Level TEAMS” training is designed to define the importance and practical application of the tools of Civility, Constructive Disagreement and Compassionate Listening in order to prepare teams to be active Champions of Diversity.



# Start With Civility and Respect

Additionally, utilizing these concepts helps to normalize and operationalize equity and inclusion into the culture of the state of Indiana workforce teams and services. The goal is that one day, empathy and respect will be our normal modes of operation, and a culture of civility, diversity and inclusion will be engrained into the very fabric of our being.

# Workplace Civility and Respect Resources



LinkedIn Civility

<https://bit.ly/Llcivility92922>



Workplace Civility Blog

<https://bit.ly/civilityblog92922>



Constructive  
Disagreement

<https://bit.ly/tedtalk92922>

# Workplace Civility and Respect Resources



Your Brain at Work

<https://bit.ly/brainatwork92922>



Compassionate Listening

<https://bit.ly/compassionatelisting92922>



5 Practices of  
Compassionate Listening

<https://bit.ly/practicecompassionatelisting92922>

# Inclusive Language

“

Sticks and stones  
may break my  
bones, but words  
will never hurt me!"

So not true! Words can significantly impact our interaction with others. Words can also make a break the way your organization receives your DEI efforts. Regardless of our motive and intentions, they may harm or enhance dialogue.

# Inclusive Language

Inclusive language furthers social and cultural diversity in a positive way and reduces negative stereotypes. People feel included when we adopt the correct words in conversation. It is important not to isolate particulate groups, place blame or make employees feel guilty about their own identities or privileges.

Learning and incorporating the most current terminology encourages a more productive dialogue about diversity and inclusion. We won't always get it perfect but incorporating a growth mindset it key.



# Inclusive Language Resources



18F Inclusive Language Guide

<https://bit.ly/inclusivelanguageguide92922>



Inclusive Language for Recruiters

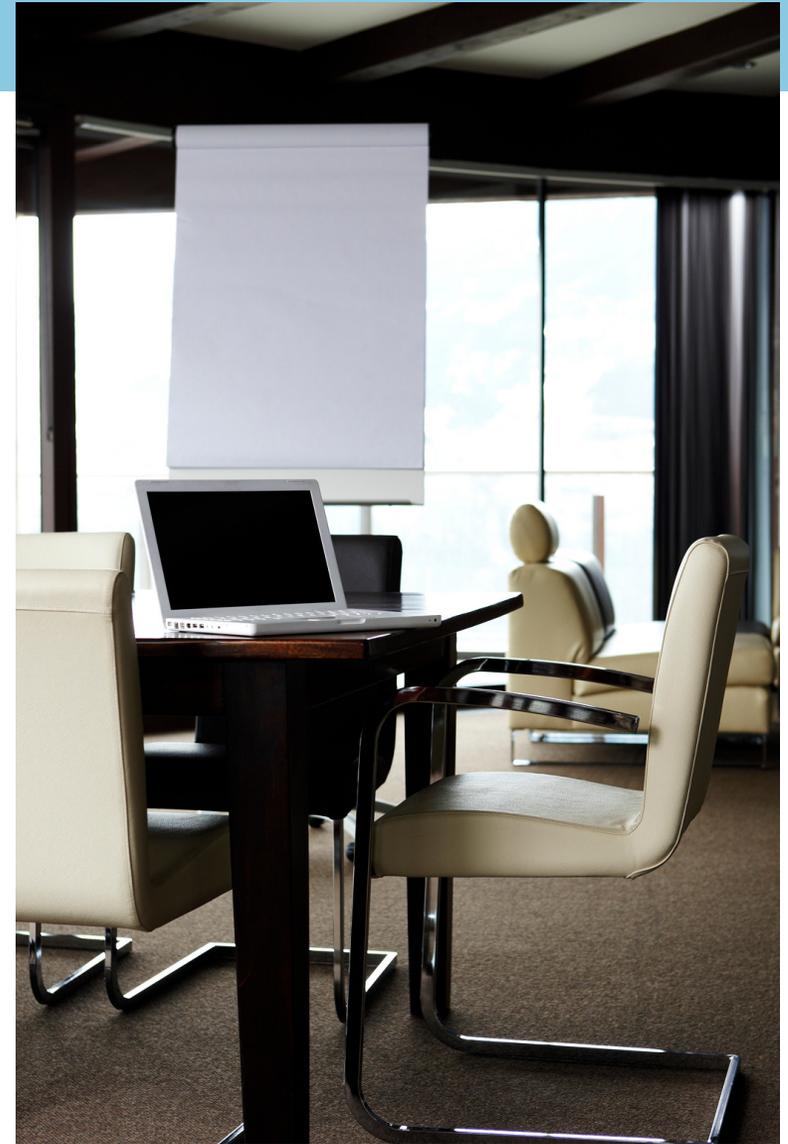
<https://bit.ly/inclusivelanguagerecruiter92922>



Workplace Guide

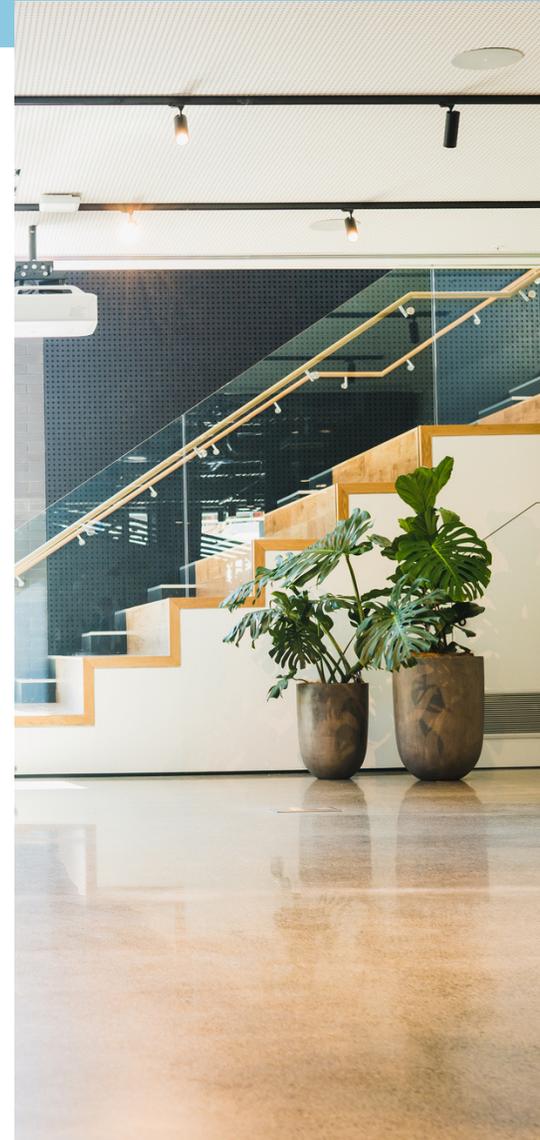
<https://bit.ly/workplaceguide92922>

# Leadership Buy-In / Making the Case



# Leadership Buy-In / Making the Case

It may feel frustrating and quite antiquated that we are still discussing the need to get leadership buy-in of diversity and inclusion efforts. The good news is more and more c-suite executives, university leadership and executive boards are proactively seeking to create more diverse and inclusive institutions.



# Leadership Buy-In / Making the Case

Gaining the support of leadership increases the likelihood your organization will:

- Ensure the messaging is coming from and or affirmed by the most senior levels of leadership within your organization
- Build DEI into performance measures
- Provide adequate staffing and monetary resources to DEI efforts

## Leadership Buy-In / Making the Case

There are several key tactics DEI professionals can employ in order to influence timely and substantive change within their organizations.

Start with the data

- The numbers don't lie. Providing an accurate view of your workforce by job level/classification, recruiting efforts, hiring data, promotions and turnover disaggregated by race/ethnicity, gender and more, may help make the case for the need to implement DEI strategy.
- Utilizing a cultural assessment to gain qualitative data is also a foundational necessity.

Define what is needed

- DEI efforts are not one size fits all. Tailor your DEI needs to your organization. A thoughtful and targeted approach for your company's needs, resonates well with the leadership. Understand your culture.

Go after the “low-hanging fruit” so quick progress can be shown

Show how long-term strategy and adequate resources (staffing/funding) will have a significant ROI on the organization

Creating Employee Resource Groups, holding monthly DEI talks with guest speakers or highlighting key books/articles and keeping a DEI calendar to acknowledge diverse cultural events and holidays are simple things your company can begin to explore in order to begin to transform the culture of inclusion. Additionally, working with your HR team to expand recruiting practices begins to diversify your applicant pools and can be done via relatively inexpensive measures.

- Diverse teams yield greater financial returns
- Inclusive teams see a decrease in turnover, thus saving the organization money
- Positive PR for organization thus enhancing recruiting efforts
- Decreases complaints of harassment and discrimination saving the organization money on investigations and litigation

# Leadership Buy-In / Making the Case

## Resources



Getting Leadership Buy-In

<https://bit.ly/leadershipbuyin92922>



The Conversation before  
the Conversation

<https://bit.ly/conversation92922>



Showing the ROI of DEI

<https://bit.ly/roiofdei92922>

Want to learn more about the resources provided by our office?

# Get Connected With Us



[govceioo@gov.in.gov](mailto:govceioo@gov.in.gov)



317-232-7987



[IN.gov/equity](https://IN.gov/equity)





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**OFFICE OF THE CHIEF EQUITY, INCLUSION &  
OPPORTUNITY OFFICER**

# Feeling inspired?

PLEASE RATE THIS SESSION BEFORE LEAVING



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