The Right Talent, Right Now
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What’s the FIRST THING You See?
What is Unconscious/Implicit Bias?

- A mental shortcut

- Automatic association

- Mental associations without:
  - awareness
  - intention
  - control

These often conflict with our conscious attitudes, behaviors, and intentions.
YOU CAN’T CHANGE WHAT YOU CAN’T SEE
Defining DEI

• Diversity
  • Variety of traits or characteristics within and between groups

• Inclusion
  • The action or state of including or of being included within a group or structure
  • Activated diversity
  • Authentic and empowered participation and a true sense of belonging

• Equity
  • The state, quality or ideal of being just, impartial and fair
    • *Interpersonal Relationships*
    • *Organizational Culture*
    • *Structural + Systemic*
  • Create and reinforce policies, practices, attitudes and actions that produce equitable power, access, treatment, opportunities and outcomes for all
Our Commitment To How We Will Live Our Values at Excellus
Apply an I.D.E.A. Mindset And Take Action

I.D.E.A.
Creating a more diverse, inclusive and equitable organization takes action. We must be intentional about our thoughts and actions, which includes examining our own biases and privileges. We must pause and be open to being uncomfortable.

I.D.E.A.
Mindset and Actions

Inclusion
We want all customers to feel included and have a sense of belonging at every touch point.

Diversity
Representation Matters! We want our customers to see themselves reflected in all areas of our organization.

Equity
We want to level the playing field and provide all customers with what they need to reach their full potential.

Access
Acknowledgement of our customers unique needs and filling those needs through intentional action.
Diversity, Diversity, Diversity

What is diversity hiring?

• Diversity hiring is hiring based on merit with special care taken to ensure procedures are free from biases related to a candidate’s age, race, gender, religion, sexual orientation, and other personal characteristics that are unrelated to their job performance.

• Confusion over diversity hiring sometimes lies in the mistaken perception that the goal of diversity recruitment is to increase workplace diversity for the sake of diversity.

• The goal of diversity hiring is to identify and remove potential biases in sourcing, screening, and shortlisting candidates that may be ignoring, turning off, or accidentally discriminating against qualified, diverse candidates.

Source: Ideal.com
Talent Lifecycle

- Attracting
- Hiring
- Development
- Retention
Recognizing Bias in the Talent Lifecycle
Attracting

“We can’t find the candidates.”
Attracting

Recognizing Bias

• Career websites
• Job descriptions
• Sourcing strategy
• External communications

Structural Strategies to Minimize Bias

• Review and improve career sites.
• Review job descriptions for problematic language.
• Engage in active sourcing to find candidates outside of the company’s referral network.
• Support the careers of employees from underrepresented backgrounds.
Hiring

“We want the right culture fit.”
cold
/ kəld /
The way in which a woman who is concentrating on a particular goal and not wasting time or energy on other things is described due to unconscious gender bias.
synonym: focused

focused
/ fɔːkjuːst /
The way in which a man who is concentrating on a particular goal and not wasting time or energy on other things is described due to unconscious gender bias.
synonyms: cold

emotional
/ əˈmoʊʃ(ə)n(ə)l /
The way in which a woman who isn’t afraid to display strong feelings or beliefs is labeled due to unconscious gender bias.
synonym: passionate

passionate
/ ˈpaʃ(ə)nət /
The way in which a man who isn’t afraid to display strong feelings or beliefs is labeled due to unconscious gender bias.
synonym: emotional

bossy
/ ˈbɒʃi, ˈbɪʃi / The way in which a woman who excels at taking charge of a situation or project is labeled due to unconscious gender bias.
synonym: boss

boss
/ bɒs / The way in which a man who excels at taking charge of a situation or project is labeled due to unconscious gender bias.
synonym: bossy

feisty
/ ˈfɪsti / The way in which a woman who tirelessly defends a decision or opinion she strongly believes in is described as due to unconscious gender bias.
synonym: determined

determined
/ dəˈtɜːrnid / The way in which a man who tirelessly defends a decision or opinion he strongly believes in is described as due to unconscious gender bias.
synonym: feisty
Hiring

Recognizing Bias

• Resume review
• Interviews
• Candidate Evaluations

Structural Strategies to Minimize Bias

• Clearly articulate attributes for each role in advance.
• Define “culture add.”
• Design interview questions to identify these attributes.
• Create a rubric to assess answers to interview questions.
First Comes Desire, Then Comes Awareness, Then Comes….
...Action! Where to Start?

Conduct a diversity hiring audit on your current hiring process

• Assess the diversity of your current hiring process and identify any potential bottlenecks and discrepancies. Until you analyze your diversity hiring data, you can’t get an accurate picture of how to move the needle.

Pick one metric to improve for your diversity hiring

• The simplest way to improve your diversity hiring is to pick one metric to improve upon.
Focus on Action

• Increasing Access and Opportunity
  • Celebrating 30 years of the Americans with Disabilities Act (ADA) and 75 years of National Disability Employment Awareness Month (NDEAM).
Established in 2018

Mission

The mission of AVID is to create awareness and understanding related to people with mental, physical, and developmental disabilities in order to promote an inclusive culture across the organization and help us on the journey to becoming a better place to work for all employees.

Vision

AVID aspires to promote the ongoing development of its membership and engage its membership in identifying ways they can impact the business (i.e. membership, providers, and community outreach).
This Month’s Lock Screen & Internal Resources

We are proud to recognize National Disability Employment Awareness Month and to celebrate the many and varied contributions of employees with disabilities.

*For more, please see LifeTimes Online. Brought to you by the Awareness of Visible and Invisible Disabilities (AVID) Employee Resource Group.
Local DEI Professionals (Expand Your Network)

Antonietta Alfano (She/They) · 1st
Inclusion & Accessibility Motivational Speaker | Deaf TEDx Speaker | Reiki Master Practitioner
Alfano Speaking Ventures · Rochester Institute of Technology
Rochester, New York · 292 connections

Chris Hilderbrant · 1st
Executive Director at Rochester Spinal Association
Rochester Spinal Association · Nazareth College of Rochester
Rochester, New York · 500+ connections

Jeiri Flores · 2nd
#HireJeiri #Advocate
Leadership Education in Neurodevelopmental Disabilities & Related Disorders Program (LEND) · SUNY Brockport
Rochester, New York · 412 connections

Luticha Andre Doucette · 1st
Owner at Catalyst Consulting
Catalyst Consulting · Rochester Institute of Technology
Rochester, New York, United States ·

Stephanie Woodward · 2nd
Attorney passionate about civil rights. Giving details about disability rights, access, & life at disabilitydetails.com
Empire Justice Center · Syracuse University College of Law
Rochester, New York · 500+ connections
Lessons Learned

• You cannot move faster than the organization is ready for
  • BUT if at first it’s a no... readjust your approach
• Collaborate & Build Relationships
• Patience!
• It’s not about perfection; we are all learning
• You will not please everyone
• Communicate often
• Celebrate successes along the way
• Change takes time – This is a journey
• Start somewhere!

The Right Talent, Right Now
It is not our differences that divide us. It is our inability to recognize, accept, and celebrate those differences.

(Audre Lorde)

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