

Diversity & Inclusion: 2019 and Beyond

By Hilde Karlsmyr, Chief Human Resources Officer, Zalaris

It's an ideal time to evaluate and strengthen your D&I "DNA." If you've done the diligence, you already know that an effective D&I program means much more than just meeting legal requirements. Here's a look at four factors that can turn diversity and inclusion into a profound competitive advantage.

1. Re-engineering to make change management an inherent and natural aspect of daily operations

Managing change in the modern workforce requires an intense focus on process and investment in a reliable HCM suite. But change isn't just something you need to manage — it's now an integral part of normal operations. Amidst the growing gig economy, diversifying workforce and shifting social priorities, the marriage between process and software is key. End-to-end visibility through your HCM solution will help you keep the pulse of your organization. Maintaining a consistent, quality culture amidst change will empower your employees to feel confident and inspired, critical facets of the D&I mission.

2. Advancing business analytics to identify and address organizational gaps

What gets measured gets managed. Sort of. You can devote resources to data and analytics, but it will all be for naught when it comes to diversity and inclusion unless you take meaningful action. A profile of your talent lifecycle, from recruitment to departure, should offer insight into where bias and isolation may be taking hold. With strong descriptive and predictive data, you can take prescriptive steps toward your D&I goals, removing or remodeling vulnerable stages in the process that negatively affect your efforts. Allow the numbers to paint a clear, objective picture of your organization.

3. Automating more administrative functions, elevating focus on strategic HR

You've heard it shouted from the rooftops: Automation will change work forever. But don't fear — by reinventing jobs to optimize the human-machine relationship, organizations will be able to attract larger and more qualified applicants than ever before while achieving better retention, greater safety and increased diversity. In HR, professionals will be released from administrative responsibilities into positions of greater strategic value and importance. For instance, quickening and streamlining recruitment processes through automated systems allows for greater focus on initiatives designed to improve work experience and boost retention, dedicating time to building a truly diverse and inclusive company culture.

4. Digitizing and continuously enhancing overall employee experience

Today's technology also offers a prime opportunity to enhance employee experience. If your workers don't feel empowered and strengthened by your HR and HCM operation, successful D&I initiatives will struggle to take hold. Companies often rely on inefficient and cold top-down tactics such as surveys that leave employees feeling unheard. Be open, honest and transparent. Take advantage of modern mobility and flexibility to listen to what your team has to say and provide educational and inclusive growth opportunities. Building a diverse, cohesive team will boost everyone's experience and engagement.



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Tip to Go...a Long Way

A little research will go a long way in helping you learn what other companies are doing – and not doing – to foster diversity and more inclusive work environments. At the same time, however, don't make the mistake of assuming that what works elsewhere will work at your company. Successful D&I programs are developed from the ground up for their respective corporate cultures and objectives. Just as no two people are alike, D&I needs to be custom and continuously cultivated.



– Value people

