Human Factor Breakout: Diversity & Inclusion

August 1, 2018

Facilitator:

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Strategic Diversity Management

NAEM Conference
July 2018
Enabling Enterprise Accountability and Engagement

- Business Unit and Department-Based Diversity Leadership Teams
- Market-Based (Division) Diversity Leadership Teams
- Colleague Resource Groups
- Business Unit and Department-Based Diversity Leadership Teams
- Corporate WISDM Team
- Diversity Management Leadership Council
- PBM/Retail SDM Oversight Committee

Senior Executive sponsorship and direction

Enterprise wide focus & objectives

Localized execution in alignment with enterprise imperatives and business priorities

"Tell me and I forget, teach me and I may remember, involve me and I learn."

– Benjamin Franklin
Conceptual Clarity
Conceptual Clarity is Critical

- **Diversity** – any collective mixture characterized by differences and similarities and their related tensions and complexities.

- **Diversity management** – the craft of creating and sustaining an environment that naturally enables all members to fully contribute in pursuit of organizational objectives.

- **Diversity management capability** – the ability to make quality decisions in the midst of differences, similarities, and related tensions and complexities.

- **Diversity tension** – the natural result of interactions among members of a mix that has differences and similarities. It’s neither good nor bad, but rather a natural result of diversity and complexity.
## Various Approaches – All Needed

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<tr>
<th>Strategic Diversity Management</th>
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<th>Affirmative Action</th>
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Strategic Diversity Management Objectives
Our Workforce

WORKFORCE REPRESENTATION

- A workforce reflective of our customers, patients and the communities we serve
  - Equal Employment Opportunity/Affirmative Action
  - Workforce Initiatives (Talent is Ageless, Ft. Bragg, Abilities in Abundance)
  - Executive Talent Placement Process
  - Student and Professional Organizations (The Consortium, NBMBAA)
Our Workplace

COLLEAGUE ENGAGEMENT

- An inclusive and collaborative culture
  - Colleague engagement survey
  - Colleague Resource Groups
  - Diversity Leadership Teams
  - Heritage Month recognitions and celebrations
  - Values in Action
TALENT MANAGEMENT

• Equitable enterprise wide opportunities for development and growth
  – DIVERSE Model
  – External partnerships (NEW, Bryant University, The Partnership)
  – Workplace policies/guidelines (e.g. Flexible Work Arrangements, transgender colleague support)
  – Talent review and succession planning
  – Mentoring and sponsorship
  – LEARNet (40+ course and resources)
External Stakeholders

MARKETPLACE DIVERSITY

• Exceed the needs of customers, clients, communities and external constituents
  – [Activist] Investors
  – Legislators and regulators
  – Suppliers (WBENC, Billion Dollar Roundtable, etc.)
  – Clinical programs (Specialty, LGBTQ pharmacy guidelines)
  – Y Mas
  – Project Health
  – Tobacco cessation
  – Minute Clinic – Veterans Administration
  – Transform Diabetes, Transform RA
Thank You