



# Diversity, Equity, and Inclusion

*The Eagle's Flight Approach*



Intentionally building a culture where employees and leaders embrace diversity and inclusion can have tremendous benefits for any organization doing business in an increasingly globalized economy.

With improved engagement, innovation, and a variety of business results, a culture of this nature provides an undeniable competitive advantage that makes customers want to work with you, and employees want to work for you.

Forward-thinking company leaders believe that their organization's composition should reflect the customers they serve and the world they operate in. This is why it's becoming increasingly common for organizations to make diversity and inclusion a corporate priority — and with good reason. The benefits of creating a company culture where everyone feels included not only impact employee engagement, recruitment, and turnover, but also have an impact on the customer experience and the bottom-line results.

Addressing diversity and inclusion within an organization can't be a stand-alone initiative. It's critical to create a culture of diversity and inclusion that integrates the concepts and values across the organization, in everything you do. **By embracing a truly inclusive workplace, it allows all employees and leaders to do their best work and come together more effectively in teams. The benefits feed into one another, creating a positive, productive, innovative workplace.**

# THE BENEFITS OF AN INCLUSIVE CULTURE: BY THE NUMBERS

Diversity is about who you have working for you, while inclusion is creating a culture of trust and belonging that enables every individual to maximize their contributions – and organizations must strive to provide both in order to gain a competitive advantage. Here is what the research indicates about companies that achieve diversity and inclusion:

**58%**

One study found that employee engagement and inclusiveness are connected. It found that the combination of employee engagement and gender diversity resulted in up to 58% higher financial performance.<sup>1</sup>

**15%**

Companies with more gender-diversity are 15% more likely to outperform industry financial medians.<sup>2</sup>

**35%**

More racially- and ethnically-diverse companies are 35% more likely to outperform industry financial medians.<sup>3</sup>

**87%**

Inclusive teams make better decisions 87% of the time – and make them twice as fast.<sup>4</sup>

**67%**

67% of job seekers say that a diverse workforce is important to them when evaluating a job offer.<sup>5</sup>



The data is clear: diversity and inclusion are good for business. Achieving both contributes to a strong bottom line, makes companies more innovative and change-ready, and helps organizations to attract and retain top talent. An embedded approach to diversity and inclusion provides a strong competitive advantage and separates top-performing companies from their lower-performing peers.

To reap the benefits of being a diverse and inclusive organization, and to become one where everyone feels like they belong, requires a shift in the behaviors of every employee – from senior leaders to the frontline. This cannot be another “check the box” activity. It needs to drive real change in the way employees appreciate individual differences, recognize their own biases, and are committed to personally ensuring that the environment they create appreciates diversity and is inclusive for all.

Given the nature of this topic, it is ideal to partner with a provider such as Eagle’s Flight who will work alongside your team to develop and deliver a personalized solution that perfectly suits the need of your workforce and business.

# CREATE AN INCLUSIVE WORKPLACE WITH THE HELP OF EAGLE'S FLIGHT

After nearly 30 years as an experienced partner to organizations of all sizes, industries, and needs, our approach and content library are built on experience. When you partner with Eagle's Flight, the road to diversity and inclusion is crafted with your input. From rolling out a holistic diversity and inclusion strategy throughout your organization, to virtual inclusion training, our team will work tirelessly to ensure it makes the desired impact.

## Build a Culture of Diversity and Inclusion

Becoming a diverse and inclusive culture is not an initiative that can happen within a silo or be delegated only to your Human Resources department. It is an organization-wide strategy that requires the support and engagement of every employee and must be modeled by leaders across the entire organization. It is a strategic initiative that must be an integral part of the organization's corporate strategy, one that aligns a multitude of decisions needing to be made and executed with this goal in mind.

Building a culture focused on diversity and inclusion will not happen in a one-off day of training. It's a shift in the organizational mindset that will require time, resources, corporate alignment, and effort to make it a reality. To do so will require nothing less than a unique solution for your organization that provides ongoing support, training, and reinforcement.



## **Deliver Inclusion Training Either In-Class or Virtually**

Eagle's Flight's diversity and inclusion training program is customized to your unique needs to ensure that the content resonates with the realities of your workplace and can be delivered either in-class or virtually. During the program, participants will learn what it means to understand and appreciate individual differences, become aware of their own biases and how to manage them, and the role they each play in creating an inclusive culture.

## **Develop a Custom Solution for Your Unique Need**

No matter your development need, or level of support, we can create a solution and partner with leading experts to meet your organization's specific goals in regards to diversity, equity, and inclusion. Whether it is a one-day diversity and inclusion program, or the creation of a diverse and inclusive culture, we have the content, tools, training, and expert partners to ensure your success.

## **Create Awareness at a Company Event**

Corporate events are the ideal environment to drive awareness on the topic of inclusion across a wide group of employees, as they are all hearing the same message and having a shared experience at the same time. With Eagle's Flight Corporate Events, our team of events experts will help you add an inclusion message to any company event in an experiential way that truly drives the message home.

# THE POSSIBILITIES ARE ENDLESS: CUSTOM SOLUTIONS AND CUSTOMIZATION OPTIONS

Eagle's Flight's ability to customize for business relevance, corporate uniqueness, and pragmatic content is key to your success. Whether your interest is to implement training in-class or virtually, or to initiate a full-scale culture transformation, we have the content, tools, and expertise to ensure that your initiative is a success from the very beginning.

Regardless of the level of customization and consultation required for your initiative, you will be able to rest easy with Eagle's Flight as your partner. Not only do we have the experience and track record to help determine your best option, but we have the content and capabilities to make it happen. Across our entire offering, the level of Eagle's Flight consultation and customization is entirely up to you. Eagle's Flight capabilities include:

## Consultation, Initiative Development, and Strategic Rollout Support

- Conduct a Culture Discovery to create clarity on the current state
- Integrate safety into your organization's mission, vision, and values
- Competency framework design
- Executive alignment
- Assessments of employee engagement and culture
- Communication strategy and execution



## Content Creation, Selection, or Adaptation

- Content creation to match your specific need
- Adaptation of Eagle's Flight content
- Integration of your existing content into a new initiative
- Guidance on the most effective training approaches and methodologies
- Incorporation of your internal language and terminology
- In-house design team that matches the look of your brand

## Facilitation Options

- Eagle's Flight facilitates
- Virtual learning
- Train-the-trainer certification
- Leaders as teachers
- Do-It-Yourself kits
- Global rollout support

## Sustainment and Application

- Digital reinforcement
- On-the-job application tools
- Executive support to lead the initiative
- Knowledge assessments
- Learner impact scorecard







## YOU'RE IN GOOD COMPANY

In recent years Papa John's, an international pizza delivery company, worked with Eagle's Flight to develop and deliver a custom diversity, equity, and inclusion program that would address their most pressing business needs. As a long-term partner on their corporate events, leadership development, and more, the Eagle's Flight team had everything they needed to ensure the content that was developed in partnership with subject matter experts, would be optimally relevant to lives of Papa John's employees. To date the program has been well received by employees, leaders, and stakeholders, and is making a real difference in the lives of Papa John's employees and customers.

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"In my over 20 years of experience as a diversity and inclusion executive as well as in human resources, business, and university education, I had yet to find a program that could truly change behavior and transform corporate culture for the better. That was until I had the honor of partnering with Eagle's Flight on a training program that will change diversity, equity, and inclusion training for businesses. The true differentiator of Eagle's Flight's approach to diversity, equity, and inclusion training is their signature experiential methodology. Not only does it provide knowledge and skills, but it raises awareness and an understanding that builds conviction within every individual to create a truly diverse and inclusive culture."

*Dr. Shelton Goode, Diversity, Equity, and Inclusion Expert*

### References

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2. Hunt, V., Layton, D. and Prince, S., 2015. Why Diversity Matters. [online] Available at: <<https://www.mckinsey.com/business-functions/organization/our-insights/why-diversity-matters>>.
3. Ibid.
4. Larson E. New Research: Diversity Inclusion = Better Decision Making At Work. Forbes. <https://www.forbes.com/sites/eriklarson/2017/09/21/new-research-diversity-inclusion-better-decision-making-at-work/#272d731d4cbf>. Published September 23, 2017.
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# THE EAGLE'S FLIGHT POINTS OF DIFFERENCE

An incredibly thoughtful and effective training and development solution can be transformative. At Eagle's Flight, we will partner with you to achieve that through a highly practical and experiential solution that suits your needs. With 30+ years of experience, a comprehensive suite of solutions, an extensive content library, and a world-class team, nearly anything is possible.



### Experiential Learning

At the heart of everything we do is experiential learning. Our interactive experiences delivered either in-class or virtually, allow individuals to learn by doing, not just listening, reading, or watching. They are led by our thoroughly trained facilitators, who are able to professionally navigate this subject and recognize which topics and skills need more attention so they can subtly guide the discussion there to ensure that all key outcomes are met.



### Practical and Straightforward

We've mastered the practice of turning complex principles into practical tools, models, and approaches that are pragmatic, immediately applicable, and easy to use. Our tools enable participants to walk out of the room and start putting the learning into practice immediately.



### Focused on Results

We work to consistently deliver against our commitment to ensure that you reach your training and development goals. Our disciplined, step-by-step process and proven expertise ensure real, sustainable results from training and development investments.

## IT ALL STARTS WITH A CONVERSATION

When you work with Eagle's Flight, you become part of the team, as we become part of yours. Our experienced team will come alongside yours and tap into subject matter experts along the way to ensure your employees and leaders get the training and development they need to support the creation of a truly inclusive culture for all.



## CONTACT US

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