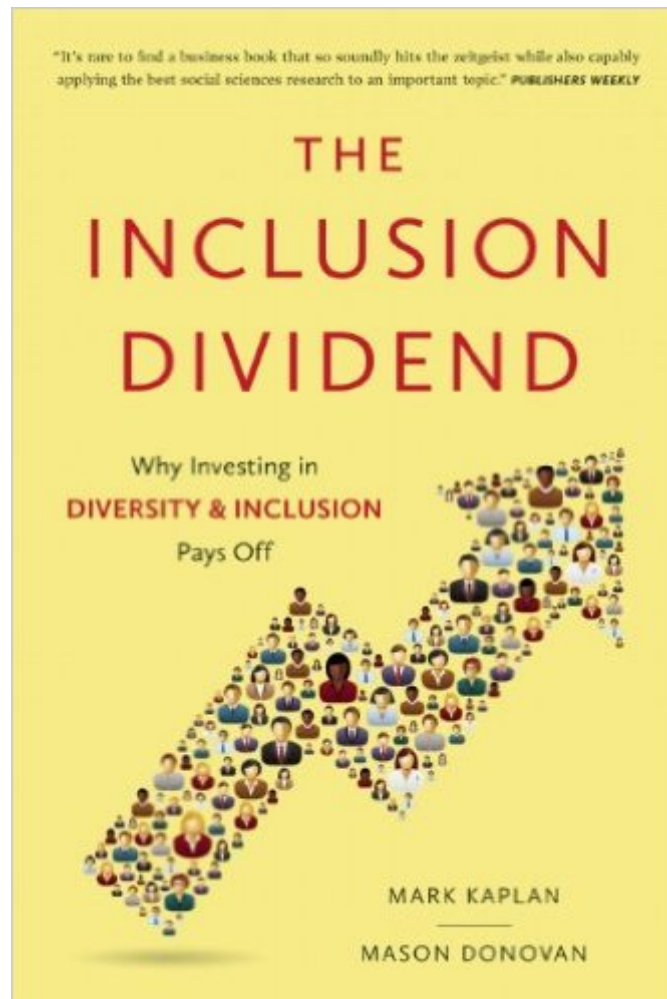


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# Inclusion Dividend: Why Investing In Diversity & Inclusion Pays Off



## Synopsis

In today's increasingly diverse, global, interconnected business world, diversity and inclusion is no longer just the right thing to do, it is a core leadership competency and central to the success of business. Working effectively across differences such as gender, culture, generational, race, and sexual orientation not only leads to a more productive, innovative corporate culture, but also to a better engagement with customers and clients. The Inclusion Dividend provides a framework to tap the bottom line impact that results from an inclusive culture. Most leaders have the intent to be inclusive, but translating that into a truly inclusive outcome with employees, customers and other stakeholders requires a focused change effort. The authors provide straightforward advice on how to achieve the kind of meritocracy that will result in a tangible dividend and move companies ahead of the competition. With a foreword by Ana Duarte McCarthy, Chief Diversity Officer of CitiGroup.

## Book Information

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## Customer Reviews

'The Inclusion Dividend' is a fine book with several goals, each of which are achieved by the authors. First, they present the business case for diversity (gender, race, religion, sexual orientation) and inclusion (talent acquisition and management that elicits the maximal contributions from all involved). Quite simply put, organizations can serve most effectively when they have personnel and perspectives that are aligned with their customers and other key stakeholders. The authors present compelling examples of how this works in the real world. Second, the book succeeds in showing how inclusion, combined with diversity, can transform an enterprise culture. Third, the book surveys

the literature relating to unconscious and unintentional bias. In a time when overt bias is legally perilous and generally recognized as unacceptable, effective management must be disciplined and reflective in rooting out bias that may exist despite all best intentions. Fourth, 'The Inclusion Dividend' includes numerous anecdotes and case studies to illuminate and refine the general points. In all, an excellent addition for any executive looking to up their enterprise's game on diversity and inclusion practices. There are a few additional, practical areas one hopes might be addressed in future editions. One is the emerging recognition in many quarters of a more expansive definition of diversity. It's quite possible to have talent that is diverse in terms of race, gender, etc., but is uniform in their career and education outlook on key issues. In general, one might want to take a hard look at the next level of diversity if management or a board, despite surface diversity, is acting too much in lock step.

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