



KAMLOOPS
IMMIGRANT SERVICES
TOGETHER WE'RE BETTER

THE WELCOMING WORKPLACE

INTEGRATING EQUITY, DIVERSITY,
AND INCLUSION INTO WORKSPACES



WELCOME

This toolkit has been designed to provide the resources to discuss equity, diversity, and inclusion, what they mean and why they are necessary inside the work environment. This toolkit aims to dismantle stigmas, explain biases, and generate safe spaces for experiential learning opportunities for Indigenous, Black, and People of Colour (IBPOC) and non-IBPOC community members. The toolkit encourages creative engagement between all members of any given work environment, and hopefully, it will increase the representation of diverse role models. The resources used to create this toolkit have been carefully selected to try and help those interested in developing equitable learning environments that foster personal growth and improving relationships. The resources will be presented in a way that's accessible, entertaining, interactive, and non-threatening; they are not intended as a substitute for hiring an EDI consultant or to developing diversity, inclusion, and anti-racism policies, but rather as an introductory and inspiring way to get oriented to fundamental principles.

This toolkit is not intended to be a one-time training piece; anyone is not expected to become a professional on the topics shared after finishing the overall content.

LAND ACKNOWLEDGMENT

Kamloops Immigrant Services would like to acknowledge that the geographical scope of this toolkit was made within the ancestral, traditional, and unceded territory of the Secwepemc Nation, Nlaka'pamux Nation, and Syilx tmix^w (Okanagan) Nation.

MODULE 4



DIVERSITY – DIVERSIFYING TALENT



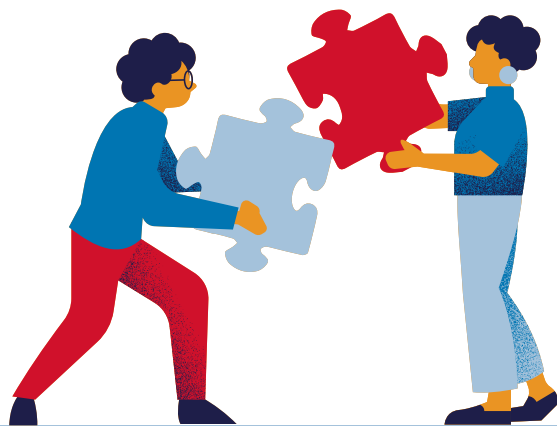


DIVERSITY

Diversity refers to the differences that are part of any given person or community. Diversity can be seen through race, age, nationality, ethnicity, culture, gender identity, physical and mental abilities, educational backgrounds, and socioeconomic status.^{1 2 3} Diversity is a primary contributing factor to innovation and performance improvement at a company.¹⁰

CONTEXT

Something worth mentioning is that diversity is closely tied to discrimination and usually lacks inclusion. Even if the work environment had an above-average percentage of diverse talent, bias toward visible and invisible minorities can still occur. Given that incidents of discrimination can lead to difficulty maintaining normal levels of diversity, some resources have been made available in this section to provide examples of successful diverse environments that tackle discrimination.³



QUICK NOTE

Millennials and Gen Z generations are thought to be the most diverse in recent history, according to a report found in [CNN Money](#).

RESOURCES

1

Women in tech



2

Age and gender discrimination



3

Talent with non-traditional experience



4

Unconscious bias in the hiring process



Did you know?

The 2021 Canada Census report shows that immigrants represent approximately 10% of the total population in Kamloops and the Thompson Nicola Regional District. Increased immigration to smaller and semi-rural communities has increased and is expected to increase exponentially in the coming years.

A 2015 Statistics Canada study on “International students who become permanent residents in Canada” reports that 25% of international students transition to permanent residence status. IRCC data said there were 5,310 study permit holders in Kamloops in 2018. This is a 248% increase since 2015, representing a significant potential source of additional immigration to our area.



NOW THAT YOU KNOW THAT
DIVERSITY CONTINUES TO CHANGE
THE WAY OUR COMMUNITIES THRIVE



IT IS TIME TO FIND WAYS TO EMBRACE
THOSE CHANGES AT WORK; THIS IS WHAT
THAT COULD LOOK LIKE:

GOALS: MEASURE THEM, CREATE THEM, AND GAIN FEEDBACK.

Data is key. It is necessary to create policies and goals that can be assessed at the start and throughout a detailed timeline. Having reasonable, concrete, and well-informed goals, you can create work plans that will give you the feedback needed to improve even more.¹³

- Key Performance Indicators (KPIs): KPIs are measurable targets that align with organizational goals and objectives. They provide a quantitative way to track progress and performance.
- SMART (Specific, Measurable, Achievable, Relevant, Time-bound) Goals: SMART goals are a widely used framework for setting and measuring goals in a work environment.



OPEN COMMUNICATION CHANNELS: THE BEST FRIEND OF FEEDBACK

Everyone communicates. Not everyone is open to communicating effectively. And very few people stop to listen and act upon what they receive. Once you have developed well-informed goals, you must also plan how staff will expect to give you feedback. The feedback you receive will help you learn and understand the path each employee follows.¹³

- Encourage Feedback and Open Dialogue: Foster a culture of continuous feedback and open dialogue where employees are encouraged to share their thoughts, ideas, and concerns.
- Provide Training and Development: Offer training and development programs to enhance employees' communication skills, including active listening, empathy, conflict resolution, and assertiveness.



DIVERSITY GOALS REQUIRE A TEAM EFFORT

Reaching diversity goals isn't just a job the boss has to accomplish; it involves everyone. Everyone must be accountable and ready to hear things that will challenge their beliefs or values.¹³

Learning about personal biases in a work environment is crucial for creating an inclusive and diverse workplace where all employees are treated with respect and fairness. We provide you with some resources on this later in the module.



LEARN YOUR BIASES

Learning about biases, specifically “unconscious bias,” can be very sensitive and personal. Each and every one of us has some unconscious bias. However, only a few can recognize them and work towards eradicating them as much as possible. Unconscious bias is often seen as prejudice or judgement towards a person to favour or negatively impact them. Usually, the most common unconscious biases are socioeconomic factors, sexual identity, gender, personality, race, ethnicity, nationality, religious beliefs, visible disabilities, invisible disabilities, age, and many more. **1415**

Want to learn about it?
You can certify yourself with the [FREE Unconscious Bias Training](#) by the Canadian Institute of Health Research (CIHR)





SOME EXTRA IDEAS TO THINK ABOUT:

01

Food is a great way to introduce others to new cultures. Have a monthly dish rotation and encourage underrepresented groups to participate.

02

Find alternative ways to celebrate holidays and events from underrepresented groups. Make sure to include everyone in the planning process. **14**

03

Make sure everyone is aware of and understands the EDI policies.

04

Involve other diverse community members in the company's internal diversity-related events. A great way to do this is to bring a public speaker and discuss EDI from different perspectives. **14**

05

Encourage staff participation in public events that foster diverse and inclusive environments. **14**

06

Movie nights, book clubs, or other team-building exercises can help create stronger bonds between staff. **14**