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Creating an inclusive culture

How is cultural competency measured?

Perhaps you have already taken some steps to ensure your workforce is more reflective of your customer base or your community. That's great! Now is a good time to step back and take a look at your organizational culture and processes to see how you're doing.

Creating a diverse work culture – one where everyone feels comfortable with the diversity, doesn't happen overnight. It is a process that requires education, leadership, open communications, and participation at all levels.

Here are some questions to help you evaluate and track what is now referred to as "cultural competency". While some steps are easier for larger employers, you will find ideas here to help you think and act in new ways.

1. Do you know the best places to go to recruit global talent?
2. Are you an employer of choice for people of diverse backgrounds? Do they recommend your company to their friends/family members?
3. What percentage of job applicants are recent immigrants or people from visible minorities? What percentage of those who gain interviews are from those same diverse backgrounds?
4. Can diversity be found at all levels of your organization, including management?
5. Do promotional materials for your company reflect a diverse workforce?
6. Do you have relationships with organizations in the region that can help provide you with access to skilled newcomers?
7. Have you set diversity goals? Does your team understand those goals and the reasons for them? Have they received diversity training?
8. Have you put any procedures in place to help newcomers find their way around, understand their role and develop the skills necessary to be successful as part of your organization?
9. Do you track the turnover rate for employees? Is it higher or lower for people who are newcomers or from visible minorities?

10. Have you examined your recruiting and hiring practices to ensure there are no hidden barriers that might keep immigrants from qualifying? Have your recruiters and interviewers had diversity training? If you have a hiring team, do they represent diverse backgrounds?
11. Is there a way for employees to communicate their concerns about diversity issues in a non-threatening manner?
12. What practices do you have in place that recognize and celebrate diversity?

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