



Inclusion & Diversity

EXECUTIVE SUMMARY

“Diversity is having a seat at the table. Inclusion is having a voice. Belonging is having that voice heard.”

-Liz Fossilen

Why Inclusion and Diversity Matters

To effectively serve all Missouri citizens, we must listen to the opinions and values of all constituents and ensure Missourians’ investments are used wisely. This means maintaining a diverse and psychologically safe work environment where all employees can openly share and challenge “the way things have always been done” to adapt to the diverse needs of Missourians.

Overview

To take inclusion and diversity (I&D) work to the next level, we must focus on how to support existing efforts and evolve business operations to achieve operational excellence. This is not a check the box, diversity by the numbers approach. When employees feel a sense of belonging at work, they become more attached to their organization and their occupation. We have an established operational excellence community across state agencies that can be leveraged to improve organizational health. The State of Missouri has an opportunity to operationalize an I&D framework into sustainable and actionable business practices.

Research Shows:

People want to work for a company that aligns with their personal core values, where their differences will be embraced and where they will be able to reach their goals. When I&D policies are effectively implemented, employees tend to feel a greater sense of belonging that increases engagement, innovation, and therefore productivity. **This allows us to better serve all citizens of Missouri.**

Recommended Solutions

1. Follow the 4-A Framework Provided by the Show-Me Alliance Leadership Academy Capstone

The basic framework for all businesses is the same when it comes to I&D work. The difference comes in how the work is implemented. Each State of Missouri department is at a different place in the implementation of their I&D work. Because of that, the Show Me Alliance Leadership Academy capstone team has outlined four phases that can help advance each department to the overall desirable outcome of Advocacy. The four phases are: Awareness, Alignment, Activity and Advocacy.

2. Establish Show-Me Alliance Interagency Team for Sustainability

The Show-Me Alliance interagency team will serve as a forum for sharing knowledge, information, and analysis approaches in support of all I&D activities. The Alliance will take direction on policy initiatives and planning priorities from department directors and recommend work to the Office of Equal Opportunity and department diversity leaders in support of these initiatives and priorities. The objective of the team is to create sustainability by providing constant and consistent support to all 16 state agencies on I&D activities. A charter is created and ready to go. Departments can leverage their operation excellence teams to help manage their efforts for improved efficiency.