## DEILAB Report Out Hiring: Recruitment

Airing: Recruitment of Black and Minority Talent



# Today's Agenda

- Intro to Lab Participants
- Purpose and Objectives
- Our Approach
- In Scope vs. Out of Scope
- Deliverables
- Lessons Learned
- Next Steps



## Lab Participants



Sathu Alagappan (she/her) Director DEI & Engagement Safelite Group



Billy Cardamon (he/him) Executive Director, Sr. HR Business Advisor & Co-Chair of Columbus Market DEI Council JPMorgan Chase



Marques Highland (he/him) Director – Strategic Institutional Relationships Diamond Hill



Jordan Keiser (she/her) Diversity, Equity & Inclusion Programs Manager Quantum Health



**Tara Plazarin** (she/her) VP, Global Talent Greif



Britt Schmidt (she/her) Chief Legal Talent & Inclusion Officer Vorys, Sater, Seymour and Pease LLP



Meagan M. Tener (she/her) Director, Team Member Resources Corna Kokosing Construction



# **DEI Lab Purpose and Objectives**

- Operationalizing inequality in Career
   Mobility through the Recruitment of Black and minority talent
  - Gap: Black residents with a four-year degree are nearly 40% less likely than white residents with a four-year degree to have a job that pays \$30 per hour or more.
- To help DEI and talent acquisition leaders work together to (1) identify overlooked and untapped sources of Black and minority talent and (2) build partnerships with those entities as a group.





## **Process Map**

### Full Cycle Recruiting in 6 Steps





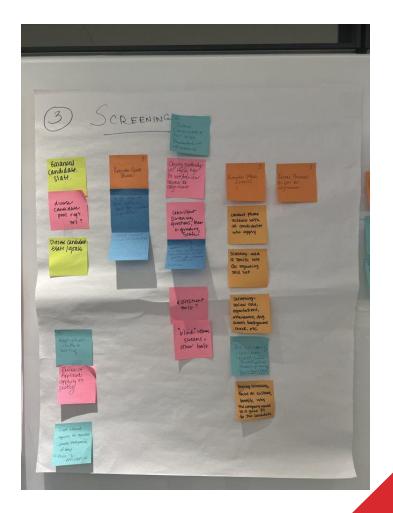


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## White Board Work







## White Board Work

Step 1					
Workforce Planning	Requisition Management/Approval	Intake Session	Inclusive Hiring Training	Panel	Interview Questions
Meet with HM to assess needs based	Validate (approve regusition	Understand requirements	Unconscious bias	Determine interview papel	
on current or future projects	Validate/approve requsition	Understand requirements	Official day	Determine interview panel	Review screening questions
	Create Requisition	Define qualifications	Interviewing tips		Review role of each interviewer
		Understand current talent pool	Goals and expectations		
		Understand current team/org structure	Values DEL alignment		
		and talent gaps	Values, DEI alignment		
		Review total rewards needs,			
		compensation range			
		Validate/update JD and JP			

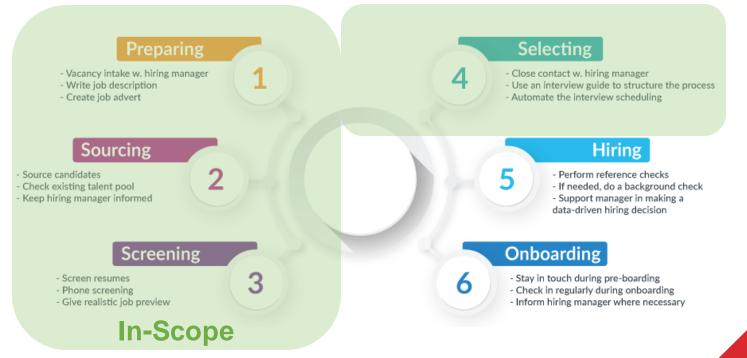
Step 2					
Determine Sourcing Focus	Create Sourcing Plan	Review posting locations	Refresh training	Post Role	Misc
LinkedIn	Determine internal/external strategy	Ensure diversity of locations	Review bias training	Internal and external (if required)	Measure channel effectiveness
Leb Beerde	Understand external recruiter	Understand expectations of each			
lob Boards	alignment and expectations	channel			Weekly check in with manager
Professional Organizations	Work with ERGs				
College referral programs	Review existing pipeline				
Career Fairs	Share plan and expectations with HM				
Alumni Network					
Tailoring search strings					
Review previous applicants					
Community Development Programs					
HBCUs					
Multi-tier schools					
Vocational Schools					
Co-op/intern programs					
Strategic partnerships					
Employee referrals					



# In Scope vs. Out of Scope

- IN SCOPE: Narrowed focus to first four steps in Full Cycle Recruiting Process (combining steps 3 & 4)
- OUT OF SCOPE: Foundational elements (e.g., Training, Culture definition, etc.)

### Full Cycle Recruiting in 6 Steps



## Deliverables

Goal

- Deliver a toolkit that integrates DEI best practices into the full cycle recruiting process
- Provide guidance for all levels of DEI maturity
- Includes guidance and tools to advance DEI agenda

## DEI Recruiting Toolkit



# **DEI Recruiting Toolkit**

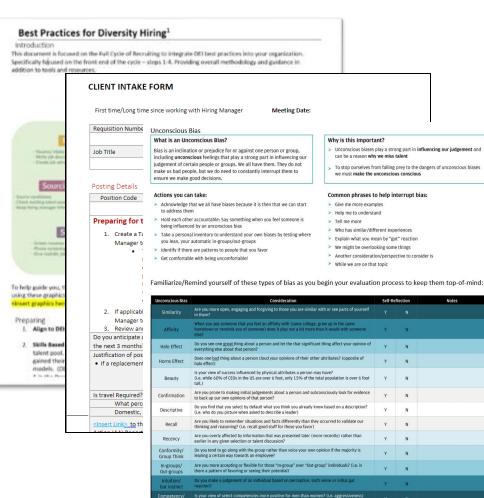
## Areas of focus: **PREPARING**

- 1. Align to DEI Goals
- 2. Skills Based Hiring
- 3. Growth Opportunities
- 4. Rethink Traditional Role Expectations
- 5. Inclusive Hiring Practices

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## Vacancy intake w. hiring manager Write job description Create job advert

Preparing



## **DEI Recruiting Toolkit**

### Preparing

Vacancy intake w. hiring manager
 Write job description
 Create job advert



First time/Long time	since working with H	iring Manager	Meeting Date:	
Requisition Number	Hirin	g Manager	Target Start	Date
Job Title	Dele	Delegate / Additional Partners / Interviewers		
JOD TILLE		Bare / Additional Farth		
Posting Details				
Position Code	Job Code	Officer Title	Cost Center	Location
Ma	anagers, HR Business	Advisors, and the Sour	liring Managers, Recru cing team execute agai	inst the
Ma org po its s ou 2. If applicable Manager to c 3. Review and s	anagers, HR Business ganization's DEI globa sistion's responsibilitie client partners, this p pporting resources to r firm 's DEI goals yea to the role, pull Affirm discuss data and poter select the questions of	DEI Playbook will help H Advisors, and the Sour I framework by definir is and expectations for vlaybook is your go-to g intentionally drive div r over year. native Action reports <b>A</b> native Action reports <b>A</b> n this form as applicab	iliring Managers, Recru cing team execute agai g team expectations ai success. For all of Tale uide for instructional i erse slates, recruit inclu and/or partner with ourcing support. le for the discussion.	inst the nd outlining each int Acquisition and nformation and usively, and meet
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### Unconscious Bias

### What is an Unconscious Bias?

Bas is an inclination or prejudice for or against one person or group, including unconscious feelings that play a strong part in influencing our judgement of certain people or groups. We all have them. They do not make us had people, but we do need to constantly interrupt them to ensure we make good decisions.

#### Actions you can take:

- Acknowledge that we all have biases because it is then that we can start to address them
- Hold each other accountable: Say something when you feel someone is being influenced by an unconscious bias
- Take a personal inventory to understand your own biases by testing where you lean, your automatic in-groups/out-groups
- Identify if there are patterns to people that you favor
- > Get comfortable with being uncomfortable!

### Why is this Important? Unconscious biases play a strong part in influencing our judgement and can be a reason why we miss talent

> To stop ourselves from falling prey to the dangers of unconscious biases we must make the unconscious conscious

#### Common phrases to help interrupt bias:

- a start > Give me more examples > Help me to understand
  - Tell me more
  - > Who has similar/different experiences
  - Explain what you mean by "gut" reaction
  - We might be overlooking some things
  - Another consideration/perspective to consider is
  - While we are on that topic

Familiarize/Remind yourself of these types of bias as you begin your evaluation process to keep them top-of-mind:

Unconscious Bias	Consideration	Self-Re	eflection	Notes
Similarity	Are you more open, engaging and forgiving to those you are similar with or see parts of yourself in them?			
Affinity	When you see someone that you feel an affinity with (same college, grew up in the same hometown or reminds you of someone) does it play out a bit more than it would with someone else?	Y	N	
Halo Effect	Do you see one <u>great</u> thing about a person and let the that significant thing affect your opinion of everything else about that person?	Y	N	
Horns Effect	Does one <u>bad</u> thing about a person cloud your opinions of their other attributes? (opposite of halo effect)	Y	N	
Beauty	Is your view of success influenced by physical attributes a person may have? (i.e. while 60% of CEOs in the US are over 6 foot, only 15% of the total population is over 6 foot tall.)	Y	N	
Confirmation	Are you prone to making initial judgements about a person and subconsciously look for evidence to back up our own opinions of that person?	Y	N	
Descriptive	Do you find that you select by default what you think you already know based on a description? (i.e. who do you picture when asked to describe a leader)	Ŷ	N	
Recall	Are you likely to remember situations and facts differently than they occurred to validate our thinking and reasoning? (i.e. recall good stuff for those you favor)	Y	N	
Recency	Are you overly affected by information that was presented later (more recently) rather than earlier in any given selection or talent discussion?	Y	N	
Conformity/ Group Think	Do you tend to go along with the group rather than voice your own opinion if the majority is leaning a certain way towards an employee?	Y	N	
In-groups/ Out-groups	Are you more accepting or flexible for those "In-group" over "Out-group" individuals? (i.e. is there a pattern of favoring or seeing their potential)	Y	N	
Intuition/ Gut Instinct	Do you make a judgement of an individual based on perception, sixth sense or initial gut reaction?	Y	N	
Competency/ Likeability	Is your view of select competencies more positive for men than women? (i.e. aggressiveness)			

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# **Sourcing Survey**

### Sourcing

Source candidates
Check existing talent pool
Keep hiring manager informed

- 1. Identify Current Internal & External Sources for Black and Minority Talent
- 2. Generate Ideas and Share Resources Among Members
- 3. Identify Gaps in Current Sourcing Practices and Evaluate Effectiveness of Current Sourcing Practices
- 4. Enhance Existing Sourcing Practices for Black and Minority Talent
- 5. Build New Partnerships to Expand Sourcing for Black and Minority Talent





## **Summary of Survey Responses**

Source candidates
Check existing talent pool
Keep hiring manager informed

Sourcing

2

Most common diverse talent sourcing strategies (80% or more of the respondents)

### **Internal Diverse Talent Sourcing Efforts**

- Internships\*
- ERGs\*
- Employee Referral Programs
- Leadership Development Programs

## **External Diverse Talent Sourcing Efforts**

- Job Boards & Career Fairs\*
- HBCUs\*
- Sponsorships
- Association Memberships



## **Summary of Survey Responses**

- Source candidates - Check existing talent pool - Keep hiring manager informed

Sourcing

2

Least common diverse talent sourcing strategies (50% or fewer of the respondents)

### **Internal Diverse Talent Sourcing Efforts**

- Fellowships\*
- Networking with Prior Applicants\*
- Scholarships
- Alumni Network

## **External Diverse Talent Sourcing Efforts**

- Vocational & Technical Schools\*
- Support of Civic/Charitable Efforts
- Technology Platforms
- Community Development Programs



# **DEI Recruiting Toolkit**

## Area of focus: Inclusive Interviewing

- 1. Overview
- 2. Training
- 3. Sample Questions
- 4. Dos/Don't
- 5. Additional Resources

The chart below offe				- Use an intervie - Automate the	
			1		
	ution, check with your TA Partner, Recru	uiter or HR Business Pa	irtner if you are unsure		
about whether or no	t certain types of questions would be ap	propriate to ask. (Fror	n Harvard)		
TOPIC	CANNOT ASK	CAN	ASK		
	About foreign addresses	How long hav	e you lived in	_	
Address/Length		Additiona	al Resources		
Residence					
	Inclusive Interviewing				
	<ol> <li>How to Create an Interview-process?</li> </ol>				
	gclid=CjwKCAiAzp6s vD_BwE&aceid=&cc				
	2. Tools for Conducting	Inclusive Inte	erviewing		
	oly.org/WASA/imag 3. Equitable Hiring Pra	PURPOSE	sive interviewing enables a positive candidate experience resulting in	mare diverse	
Age	<ol> <li>The Complete Guide content/uploads/20</li> </ol>	workforce to retain	and engage our associates and continue to grow the business.	mare errerae	
065	<ol> <li>3 Benefits to Making making-diversity-a-s</li> </ol>	To stay aligned and	ted based on each organization) I action against guiding principles related to DE&I:		
	6. 5 Tips for Creating N	equal acce	diverse work environment in which all individuals are treated fairly and so to opportunities and resources, and can contribute fully to the comp	any's success.	
	7. Checklist for Intervi	<ul> <li>Provide de inclusion.</li> </ul>	velopment that brings awareness to, and educates associates on, dive	sity, equity and	
	hiring-committees 8. Diverse Interview P:	COMMON CHALLE	NGES erse interview panels		
Arrest and Convi	9. 10 Diverse Interview	<ul> <li>Concern at</li> </ul>	oout affinity bias ("just like me") having an effect on decision making for lifestyle vs. skills/competency		
	candidates-compani 10. Diverse Represental	POTENTIAL SOLUT			
	representation-fram	<ul> <li>Are there of</li> <li>Refresh yo</li> </ul>	ultural biases that can be identified and removed? ur 'must haves' vs. 'nice to haves' and use inclusive language		
		rejecting a	onal based interview questions, and ban "culture fit" and "gut feelings candidate.		
Attendance, Reli		and have o	yourself to articulate a more specific explanation – it's a great way to u pen conversations about them (never punish or shame people – we as	ncover hidden biases e all inherently biased	
	Diversity, Equity & Inclusion 1. Sample Diversity, Ec	<ul> <li>Include div</li> </ul>	erse associates in your interview sessions. A diverse interview panel w	ill ask different	
	services/human-res	questions,	relate to candidates differently and help to mitigate potential bias		
	<ol> <li>Diversity-Related Sa <u>https://hr.harvard.e</u></li> </ol>		aced learnings with tools/ideas on how to interview with Diversity, Eq	ity and Inclusion in	
	<ol> <li>Tools for Evaluating</li> <li>Bias-Free Hiring: Qu</li> </ol>	TOPIC	DETAILS	TIMING	
	https://wmich.edu/ %20Quick%20Ref%;	Understanding	Blindspots - Challenge Assumptions (PWC)		
	<ol> <li>Hiring manager Pacl https://hr.harvard.e</li> </ol>	Bias	Our brains are wired to make assumptions, which can sometimes be think it's an honest mistake; science calls it a blind spot.	off base. We 2 mins	
	https://hr.harvard.e		Blindspots - Broaden Perspectives (PWC)		
			It's natural to gravitate toward people who are like us. But making d on who we're comfortable with can cause tunnel vision.	ecisions solely 3 mins	
			Why the Best Hire Might Not Have the Perfect Resume		
			Given the choice between a job candidate with a perfect resume and fought through difficulty, human resources executive Regina Hartley	always gives the	
			"Scrapper" a chance. As someone who grew up with adversity, Hartl those who flourish in the darkest of spaces are empowered with the	ey knows that grit to persist in	
			an ever-changing workplace. "Choose the underestimated contende weapons are passion and purpose," she says. "Hire the Scrapper."		
		How to approach	Reducing Unconscious Bias, Interview Edge How to Take Bias out of Interviews, Harvard Business Review	5-10 mins	
		interview questions	Rules for Job Interview Questions that Result in great Hires, Harvard Review		
				10 mins	

Screening

Screen resumes Phone screening Give realistic job preview 3

the proces

## **Inclusive Interviewing**



Phone screening
 Give realistic job preview

3

### Selecting

- Close contact w. hiring manager
 - Use an interview guide to structure the process
 - Automate the interview scheduling

#### Inclusive Interviewing

#### PURPOSE

To share how inclusive interviewing enables a positive candidate experience resulting in a more diverse workforce to retain and engage our associates and continue to grow the business.

### WHY (can be updated based on each organization)

- To stay aligned and action against guiding principles related to DE&I:
- Achieve a diverse work environment in which all individuals are treated fairly and respectfully, have
  equal access to opportunities and resources, and can contribute fully to the company's success.
- Provide development that brings awareness to, and educates associates on, diversity, equity and inclusion.

#### COMMON CHALLENGES

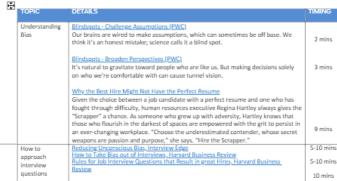
- Lack of diverse interview panels
- Concern about affinity bias ("just like me...") having an effect on decision making
- Filter first for lifestyle vs. skills/competency

#### POTENTIAL SOLUTIONS

- Are there cultural biases that can be identified and removed?
- Refresh your 'must haves' vs. 'nice to haves' and use inclusive language
- Use situational based interview questions, and ban "culture fit" and "gut feelings" as reasons for rejecting a candidate.
- Challenge yourself to articulate a more specific explanation it's a great way to uncover hidden biases
  and have open conversations about them (never punish or shame people we are all inherently biased
  a little bit)
- Include diverse associates in your interview sessions. A diverse interview panel will ask different questions, relate to candidates differently and help to mitigate potential bias

#### HOW

By providing self-paced learnings with tools/ideas on how to interview with Diversity, Equity and Inclusion in mind.



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### **DEI Sample Interview Questions**

#### Valuing Diversity Competency-based interviewing questions:

 Diversity of perspectives, backgrounds, and experiences is something that we value strongly within our department. Share an example of how you have incorporated diverse perspectives, ideas, backgrounds, etc., into a past work project and what the outcome was as a result.

Think of a time when you worked closely with someone who had a different perspective, background, or work style than you. Tell me what you did to be able to work effectively with this person despite your differences.

3. Working with people from diverse backgrounds or cultures can be a challenge in any workplace. Can you tell me about a time when you faced a challenge adapting to a person from a different background or culture? What happened? What did you do? What was the result?

4. Tell me about the most diverse group/team in which you've participated. Give me an example of an issue/ problem that needed to be resolved within the group/team. How did you handle that specific issue/ problem?

#### Full list of DEI questions to choose from:

- Tell us about a time when you have taken steps to ensure that everyone in your organization felt included. Describe the situation, the actions you took, and the outcome.
- Tell us about a time when you created an environment of honesty, inclusion and respect for others. Describe the situation, the actions you took, and the outcome.
- Tell us about one or two specific things that you have done to promote diversity, equity and/or inclusion within your area of influence?
- 4. Can You Give Me an Example of how you create sense of Inclusion, Belonging, and Equity on a daily basis?
- What diversity, inclusion and or cultural competence training have you received and how have you applied what you learned on the job?
- Please provide an example of how you approached educating your peers, co-workers, family or friends about diversity, equity, or inclusion.
- 7. What is your approach to understanding the perspectives of individuals from different backgrounds?
- Describe how you have been enhanced by exposure to diverse people, places, or experiences. Please
  provide a specific example.
- What is your approach to dealing with discussions about potentially difficult topics, such as race, religion, politics, or sexual orientation? Please provide a specific example.
- 10. How would you handle a situation where an individual or group was being culturally insensitive, sexist, racist, or homophobic?
- How would you advocate for Diversity, Equity, and Inclusion with colleagues who don't understand its importance?
- 12. What do you see as the most challenging aspect of working with a diverse set of individuals? What steps have you taken to meet this challenge?
- Tell us about a time when someone was not accepting of another's diversity? Describe the situation, the actions you took, and the outcome.
- What steps have you taken to reduce bias and champion diversity understanding? Please provide a specific example.
- 15. Describe a situation in which you utilized your multicultural skills to solve a problem.
- 16. Tell us about a time when you changed your style to work more effectively with a nerson from a
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## Inclusive Interviewing

- Screen resumes - Phone screening - Give realistic job preview

Screening

3



The chart below offers some guidelines as to specific questions you may and may not ask during the interview. As a precaution, check with your TA Partner, Recruiter or HR Business Partner if you are unsure about whether or not certain types of questions would be appropriate to ask. (From Harvard)

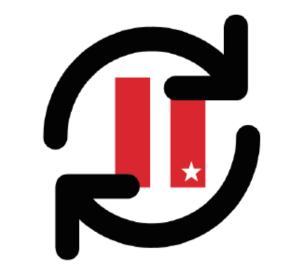
TOPIC	CANNOT ASK	CAN ASK
Address/Length of Residence	About foreign addresses that would indicate a national origin     Names or relationships of people with whom the applicant lives     Whether the applicant owns or rents	How long have you lived in (city, town)     Phone number and other contact information
Age	Age or date of birth     Birth certificate (before hiring; it is okay to require proof of age after hiring)     Questions that would tend to identify persons who are 40 and older ("Do you remember being at work before e-mail was introduced?")	<ul> <li>If a minor, require proof of age in the form of a work permit or a certificate of age</li> <li>If age is a requirement, can ask, "If hired, will you be able to furnish a proof of age?"</li> </ul>
Arrest and Conviction	Have you ever been arrested?	If you wish to ask about someone's criminal record, consult your HR Consultant
Attendance, Reliability	The number and/or ages of children?     Who is going to baby-sit?     What is your religion?     Do you have pre-school age children at home?     Do you have a car?	<ul> <li>What hours and days can you work?</li> <li>Are there specific times that you cannot work?</li> <li>Do you have any responsibilities that will interfere with specific job requirements such as traveling?</li> </ul>
	What is your national origin?	Are you authorized to work in the United States?



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## **Lessons Learned**

- How deep the work really goes...
- Differences in maturity levels adds complexity
- The recruitment process involves many stakeholders; each has a DEI responsibility within each step of the process
- Continued training, refreshing and updating one's knowledge is critical it's the foundation
- Teamwork makes the dream work!



# Pause & Refresh



## **Next Steps**

- Consider out of scope items future labs?
- Complete Sourcing Survey if you have not done so!
- What's the one thing you'll take away from this?
- Implement one action and share it with us!

Complete the DEI Recruitment Sourcing Survey:







### Contact

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