

# THE VALUE OF DIVERSITY RECRUITING IN THE HEALTH CARE INDUSTRY

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Swafia Lopez Ames is the President and CEO of SALA Creative Consulting LLC, a human capital management consulting firm. Swafia is an expert at designing and implementing talent acquisition, diversity and inclusion, instructional design, and organizational development programs. Swafia supports her clients by utilizing her 18-plus years of experience to identify challenge areas and works collaboratively to develop and implement effective solutions.





"Diversity: the art of thinking independently together."
-Malcolm Forbes

# Session Objectives

## Discussion topics:

- Diversity branding techniques
- Career path strategies
- Retention strategies
- Metrics that support diversity recruiting



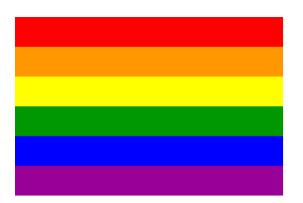
# Diversity Branding Techniques

- Develop the diversity brand strategy
- Identify diversity "ambassadors"
- Advertise on destination platforms for diverse healthcare professionals
- Establish strategic alliances with diverse healthcare organizations
- Examine your benefits and perks for inclusion



# **Diverse Talent**













# Strategic Alliances





# Career Path Strategies

- Create growth & development opportunities
- High profile projects/assignments
- Specialized training and development
- Visibility and recognition for accomplishments
- Networking, mentoring, and coaching
- Interaction with top leadership



# Career Path





# Retention Strategies

- Create an inclusive culture of engagement
- Empower employee resource groups/affinity networks
- Monitor promotions and transitions
- Implement inclusive organizational practices and policies
- Gather employee feedback



# Retention





### Valuing Diversity in the workplace

### **Culture**

### Organization-wide image

- Organization fosters mutual respect
- Organization fosters sense of belonging
- Differences are accepted
- Corporate-wide diversitytraining program

### **Concern for Equity**

- Equal respect for minority and majority group
- Equal performance expectations for minority and majority group
- Equal rewards for minority and majority group
- Equal pay and income
- Valuing diversity

### Opportunity

### Career Development

- Promotion of multicultural employees
- Opportunity for development of new skills
- Preference to minorities in promotion
- Access to top-management positions

### **Hiring Practices**

- Active recruitment and hiring of multicultural minorities
- Affirmative action program

### Leadership

- Management Practices
- Take all employees seriously
- Recognize the capabilities of all employees
- support all employees
- Communicate effectively with all employees
- Value a diverse work group
- Respect the cultural beliefs and needs of employees
- Accept non-English-speaking employees



# **Diversity Metrics**





# Diversity Metrics for Recruiting

- Establish process for collecting diversity data
- Identify target diversity populations
- Multilayered data analysis process
- Recruitment sourcing data
- Promotion data by diversity demographic
- Ongoing monitoring and evaluation



# Metrics





# Value of Diversity Recruiting

- Cultural competency in patient care
- Competitive edge
- Increased productivity
- Benefits to patients and organizations



# Diversity Value Add





# Questions?











"We may have different religions, different languages, different colored skin, but we all belong to one human race."

-Kofi Annan





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