

How do we move from talking to doing?

## Diversity, Inclusion and Equity

### THE STORY:

For way too many years the words diversity, inclusion and equity have generated a great deal of conversation, but little concrete action.

### INSIGHT:

Two foundational principles of modern management are **Respect for People**, and **Customer Focused**. These principles only come to life in the real world when combined with a third principle, **Fact Driven**. Until we start measuring inside the organization and outside the organization (our customers), talk of diversity, inclusion and equity alone accomplishes little. We cannot manage what we cannot see; we cannot change what we do not measure.

Until we translate our diversity, inclusion and equity performance into measures of both our outcomes (results) and our processes, we are fooling ourselves that we are making progress.



Results Driven Government – on the journey to Level Three Government



#### WANT TO LEARN MORE:

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