

Supporting a Diverse Workforce Case Study¹

Background: A local nonprofit organization, The Local Youth Connection, is committed to providing jobs for youth from diverse backgrounds. The organization aims to create an inclusive environment that supports the unique needs of its diverse workforce while ensuring all employees can thrive professionally. Unfortunately, there have been some challenges. Multilingual youth have faced challenges with communicating effectively which has impacted their daily work, increasing the risk of misunderstandings and miscommunications due to language barriers. The organization hired a few youths with disabilities who require specific accommodations but there have been challenges getting access to some of the necessary resources. Some of the regular staff were resistant to the changes implemented to support a more diverse workforce. They found it challenging to adapt to new practices that prioritized diversity and inclusion.

Objectives:

- Create a more inclusive environment to support those from diverse backgrounds by surveying youth and their families and caregivers
- Address issues related to providing support by tracking incidents and the ability to resolve them

Strategies Implemented:

- The organization conducted diversity and inclusion trainings that covered topics such as cultural sensitivity, unconscious bias, inclusive language, and accommodating different needs.
- The organization promoted a culture of respect by celebrating diversity through events and discussions. Youth were encouraged to share their experiences and perspectives as a way to foster a sense of belonging and community.

Questions:

- What other strategies should be implemented?
- How might you deal with the resistant staff members?
- How would you evaluate the success of the strategies implemented?