



DIVERSITY & INCLUSION SERIES

How to start working on diversity management in your organization?



PROUDLY DELIVERED BY MONTERAIL





Where to begin?

The topic of diversity management is very broad. How to start working on it and not get discouraged, knowing how many issues are to address and groups to take care of?

However, when you start your journey with diversity, it would be best if you didn't travel alone. One of the most important first steps is engaging others.

At Monterail, we've started 2021 by basically continuing projects that were started in a previous year. The decision to start those initiatives was made by the Board and the People team. In 2020 we did not have a set strategy or a plan to create a diverse and inclusive work environment.

Entering a first quarter of 2021 we knew that:

- We need to start the conversation within the entire organization
- We need to measure our progress

That's why we'd like to share what we've learned with you. We hope that our experiences will allow you to create tools you may apply in your organization.

● LET'S ASK THE EMPLOYEES

The obvious solution to addressing those two needs was to send a survey to all the people working at Monterail.

We've asked them how they envision the next changes and what areas should be affected by those changes. Starting the discussion on the topic we've shown them that the task is important for everyone.

Here you can find the questions we asked in the survey* [\(template below\)](#)

● HOW TO CALCULATE THE RESULTS

The qualitative data was very important. The answers to the open questions in the survey were often very complex and indicated specific problems or challenges that we as an organization needed to address.

We repeat the survey once a quarter. This allows us to measure whether the projects carried out bring us closer to our goals and whether we address the needs of the organization and people.

As you can see the survey is constructed in such a way that the answers range from "strongly agree" to "strongly disagree".

Then we assign those answers numeric values as follows:

Value	
0	Strongly Disagree
1	Disagree

2	Neutral
3	Agree
4	Strongly agree

The most important metric is an average % agreement with all the statements in the survey. A result of 100% would happen when every person in the organization “strongly agrees” with all questions. Conversely a 0% would happen if everyone “strongly disagrees”.

● HOW TO ANALYZE THE SURVEY

Aside from looking at the “average agreement” metric we also analyze:

- How do the responses to specific questions correlate with the amount of time a person was working in Monterail
- How do the responses vary across teams
- How do leaders answer
- How do people who are on their trial periods answer

Such detailed analysis allows us to set more detailed goals for the future.

● TO SUM UP

We feel that the solution we propose is not perfect. That is why we encourage you to discuss, to adapt the solution to your needs, to ask questions where you feel you need answers! Share your experience with us!

Let’s remember that diversity is a fact but inclusion is a choice that every organization should make...

Share your experience

Let us know what you are doing so that organizations create a culture in which everyone feels included. What works for you and why? What failed and at what level? How do you measure your actions?

Let's stay in touch!

www.monterail.com



Dominika Dudek

HR Specialist at Monterail

dominika.dudek@monterail.com



Survey template

Hey,

We want our company to be a diverse and inclusive organization for all people who are a part of it. I know it sounds very ephemeral, but it is seriously important to us. This year we have many plans and projects that we hope will bring us closer to this goal in the long term.

One of the measures that will show us whether we are going in the right direction and whether we are making progress, is this survey. That's why we want you to fill it out.

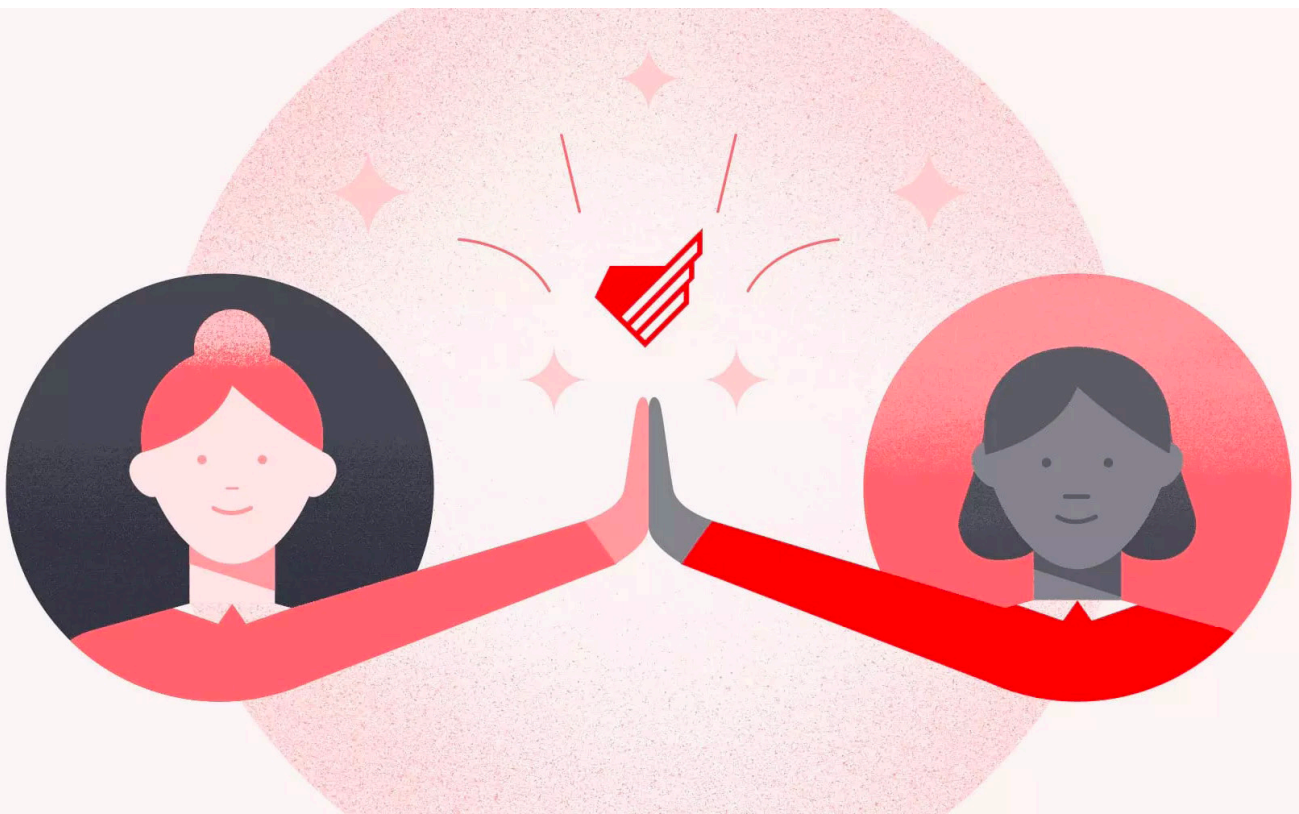
Brief operating instructions:

- The survey is anonymous - do not be afraid to answer honestly - we really care about such answers
- The survey will be sent periodically - we want to monitor the effects of our actions on an ongoing basis
- The survey consists of two parts:
 - group verification
 - target questions
- In section „2“, state how much you agree with the affirmative sentences presented on a scale from „strongly disagree“ to „strongly agree“

What will you get by completing this survey?

- You will become part of the D&I strategy building
- We will try to address your needs
- You will help us direct our activities
- Although the answers are anonymous, they will be transparent for the entire organization

Thank you (in advance)



SECTION 1

Q.1 I'm in the organization:

- Less 3 months
- Between 3 months and 2 years
- Between 2 and 5 years
- Over 5 years

Q.2 I am in:

- Technical (Devs, QA, PD, PM) Team
- Non-technical (Marketing, Growth, People, Board, Office ect.) Team

Q.3 I am a leader:

- Yes
- No

SECTION 2

State how much you agree with the affirmative sentences presented on a scale from „strongly disagree” to „strongly agree”.



* Neutral means: I neither agree nor disagree, just don't have an opinion.

- Q.1** I know and understand what is a diverse & inclusive oriented organization.
- Q.2** My organization includes Diversity & Inclusion in its strategic activities.
- Q.3** My organization promotes education and knowledge sharing about diversity and inclusion.
- Q.4** I feel like I can join in taking part in the D&I initiatives.
- Q.5** Leaders/Managers/Heads in my organisation welcome and encourage differences of opinion.
- Q.6** My organization offers or directs employees to training like e.g. Non-discrimination, how to address unconscious bias, teaching leaders how to manage diverse team.
- Q.7** When evaluating my performance, my organization considers individual predispositions and limitations.
- Q.8** My organization offers workplace benefits that are more appealing to diverse candidates.
- Q.9** My organization evaluates and writes job descriptions to remove bias.
- Q.10** My organization uses an inclusive language for both internal and external communication.
- Q.11** My organization's clients are culturally and geographically diverse.
- Q.12** My organization is active in supporting diversity-related interests in the community.
- Q.13** People in my organization from all backgrounds have equal opportunities to succeed.

Q.14 My organization values people with different talents, skills, and backgrounds.

OPEN QUESTIONS

Q.1 Do you see a potential area connected on D&I that we should explore/focus on? Is there any area that is important for you personally?

Q.2 What should we deal with as a priority? What is missing the most?



diversity
&
inclusion
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