Why is this capability important?
A focus on diversity and inclusion is crucial for delivering key outcomes such as improved decision making and higher levels of creativity across an organization. Diversity and inclusion aren’t just nice to have or statistics to show. Studies have shown that companies who lead in ethnic, racial, and gender diversity achieve better financial performance when compared with companies lagging in this arena.

What is the capability?
Valuing differences lies at the core of diversity and inclusion—essential practices for overcoming business challenges, innovating, and engaging and retaining employees. Diversity and inclusion aren’t boxes to check off in a compliance program—they’re key components in an organization’s overall business strategy.

What does it mean?
The best leaders look to engage people from different backgrounds, perspectives, interests, and values to produce optimal results.

- Create a culture that recognizes the strength in diversity and encourages cross-group and cross-cultural understanding
- Actively seek out varied perspectives and points of view, bringing rigor and creative thinking to problem solving and decision making
- By fostering awareness of differences and encouraging interaction across diverse groups of employees, leaders help ensure that biases don’t unduly influence decisions and behaviors. Going beyond the walls of the organization, leaders also champion a holistic approach to diversity—by valuing and leveraging differences not just in their teams but also among customers and suppliers.

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