**Video Title:** Diversity & Inclusion and Organizational Success | AIHR Learning Bite

**Video URL:** <https://www.youtube.com/watch?v=BtgQzuwJ9SE>

**Run Time:** 4:11

**Source:** AIHR - Academy to Innovate HR/YouTube

**Close Caption Available:** Yes

Diversity and inclusion are mentioned throughout the textbook, and are featured in Chapter 3, pages 53-67. This video presents current information about diversity and inclusion, and the overview supports the information in the textbook. The theme of the video is the nature of diversity and inclusion, and how it can drive organizational success. Diversity is about the different backgrounds of members of the workforce and includes all elements in the background. Inclusion is about making all members feel welcome and treating them respectfully. Diversity and inclusion go hand in hand. After all, you can increase your diversity hiring efforts in order to reach your workforce diversity goals all you like, if you don’t have a culture that ensures everyone feels welcome, you might as well save yourself the trouble.

The presenter lays out the major organizational benefits of diversity and inclusion. A key result is better financial returns, with diverse and inclusive organizations being 35 percent more likely to be financially successful. Diverse and inclusive organizations are also likely to have stronger financial ratios, such as EBITDA (earnings before interest, taxes, depreciation, and amortization). The attraction and retention of talent is also possible, and so are better overall performance and productivity.

*Questions for Thought and Discussion*

1. The presenter of this video about diversity and inclusion makes it appear that a diverse and inclusive organization is almost guaranteed success. Are diversity and inclusion really that powerful?

2. You have just been introduced to a new team member, Shin who is an Inuit. Say something to Shin to make him feel included in the team. (Inuit people typically name their babies after body parts.)

3. Give an example of HR’s role in building a diverse and inclusive organization.

4. What about diversity of viewpoints also being part of a diverse and inclusive organization?

5. Reflect on your own observations to give two examples of highly diverse organizations with respect to customer-facing employees.