



Why Inclusion Matters and Strategies to Foster Inclusivity



Inclusion Continues to be of Importance

Inclusion has become an integral component of thriving workplaces. SHL's Global Talent Trends survey¹ uncovered that despite economic challenges, 1 in 5 organizations expressed a stronger commitment to inclusion initiatives.

The interconnectedness of an inclusive workplace with sustainable organizational success is apparent—nearly half of respondents (44%) consider inclusion a top talent priority.

This eBook explores key benefits of such initiatives to an organization, how they are demonstrating commitment and investment, and strategies to foster an environment conducive to the growth and well-being of all employees.

¹ The 2023 Global Talent Trends survey collected insights from roughly 1,600 human resource professionals from around the globe. Its purpose was to gather global insights regarding talent management and assessment practices among organizations.





How Inclusion Initiatives Improve Organizational Outcomes

Embracing inclusion initiatives is now seen as more than a moral imperative—it is a strategic business decision that can positively impact employee performance, retention, company reputation, and long-term success.

1. Attracting and Retaining Talent

Organizations committed to inclusion become magnets for candidates, enhancing their reputation and appeal to top talent. This commitment translates into higher employee retention rates and a reduction in hiring costs due to lower staff turnover. A workplace that fosters inclusivity ensures employees feel valued, leading to increased engagement, job satisfaction, and a stronger sense of loyalty.

2. Improved Innovation, Creativity, and Decision-Making

Teams with a diverse array of backgrounds bring varied perspectives, promoting creativity and innovation in problem-solving. Inclusive environments encourage open communication and consideration of diverse viewpoints, leading to well-rounded decision-making processes.

3. Market and Customer Understanding

A broader workforce enhances market and customer understanding, resulting in products and services that cater to a broader consumer base, ultimately boosting competitiveness.



4. Global Perspective

The global perspective gained from a broader workforce is particularly advantageous for organizations operating in international markets, helping them navigate cultural differences and understand diverse market needs.

5. Corporate Reputation

Prioritizing inclusion aligns with social responsibility, enhancing corporate reputation and appealing to socially conscious stakeholders.

6. Inclusive Culture and Collaboration

A culture of inclusion encourages collaboration and teamwork. When employees feel comfortable sharing their ideas and opinions, teamwork improves, leading to more effective collaboration and problem-solving.



Organizational Commitment to Inclusion

65%

of organizations promote inclusion

59%

have a written commitment to inclusion

66%

take active steps to foster an inclusive culture

70%

take measures to guarantee a fair and inclusive assessment experience

67%

recognize the importance of fairness in assessments

Our survey results demonstrate a continuing recognition of the value added by inclusion in the majority of organizations. It is also encouraging to observe the importance of fairness in assessments and evaluation practices.



Acknowledging Neurodiverse Talent

The perception of neurodivergent individuals as a valuable talent source remains under-acknowledged by nearly a quarter (24%) of organizations. Only 41% of respondents have an assessment strategy designed to support the success of neurodivergent candidates. Less than half (47%) have a plan in place to provide accommodations during the hiring process.

Underutilizing the neurodivergent talent pool, including those with conditions like autism, ADHD, and dyslexia, can result in missing out on bringing unique perspectives, skills, and talents to the workplace. This includes strengths uncovered by [SHL's Neurodiversity research program](#), such as working autonomously and critically evaluating situations.





Strategies to Foster Inclusivity

By implementing inclusive talent management practices and initiatives, organizations can create a workplace culture that values all employees, ultimately leading to increased employee satisfaction, productivity, and innovation.

Inclusive Recruitment Practices

Organizations can aim to **minimize unconscious bias** by adopting a blind recruitment process during the initial hiring stages. Implementing **inclusive recruitment practices** can also involve using varied sourcing channels by targeting job fairs or partnering with organizations such as [BYP Network](#) that attract a wide array of talent. Ensuring unbiased language in job descriptions, having plans to accommodate those with unique needs, and employing interview panels consisting of a wide range of backgrounds also should be considered.

Budget Allocation for Inclusion Initiatives

67%

Over two-thirds of organizations are maintaining or increasing their inclusion budgets, allowing for the development and implementation of inclusion initiatives.

Successful implementation of initiatives requires sustained effort and investment over time together with ongoing support and leadership involvement.



Leadership Development and Training

To cultivate an inclusive leadership culture, organizations should implement **targeted training programs** and continuous training for leaders on topics such as unconscious bias and cultural competency. This could also include **mentorship opportunities** to identify and nurture talent from all groups.

Performance Evaluation Transparency

Promoting **transparency in performance evaluations** ensures fair performance management practices. Clearly defined and objective performance criteria help create an environment where employees are evaluated based on their contributions and achievements.

Inclusive Onboarding Programs

Organizations should create **inclusive onboarding programs** that assign mentors, offer cultural competency training, and provide access to essential resources that will help new employees feel valued and included from the start.





Employee Resource Groups

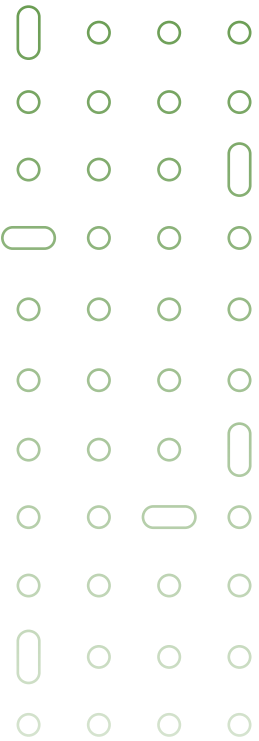
Establishing and supporting **Employee Resource Groups (ERGs)** further strengthens inclusivity by offering a sense of community and a platform for a diverse range of voices. ERGs allow employees to connect with others who share similar backgrounds or experiences.

Regular Inclusion Surveys

Organizations should consider implementing regular **inclusion surveys** to obtain feedback for continuous improvement and allow them to adapt and refine their strategies based on employee experiences and perceptions.

For a more in depth look at how SHL supports inclusive practices internally and externally, see [SHL's Commitment to Inclusion.](#)





SHL brings powerful and transparent AI technology, data science, and objectivity to help companies attract, develop, and grow the workforce they need to succeed in the digital era.

We empower talent strategies to unlock the full potential of your greatest asset—people.



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