



CULTURAL COMPETENCE CONFERENCE

“Leveraging the Power of Employee Resource Groups (ERGs)”

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Corporate College East
Warrensville Heights, Ohio

Agenda

- Building a Culture of Inclusion
- ERG Evolution
- Cleveland Clinic's ERG Model
- Leveraging the Power of ERGs
- Q & A

Diversity & Inclusion

Cleveland Clinic values a culture of inclusion...recognizing that our unique human qualities enable us to better serve our patients and our community.

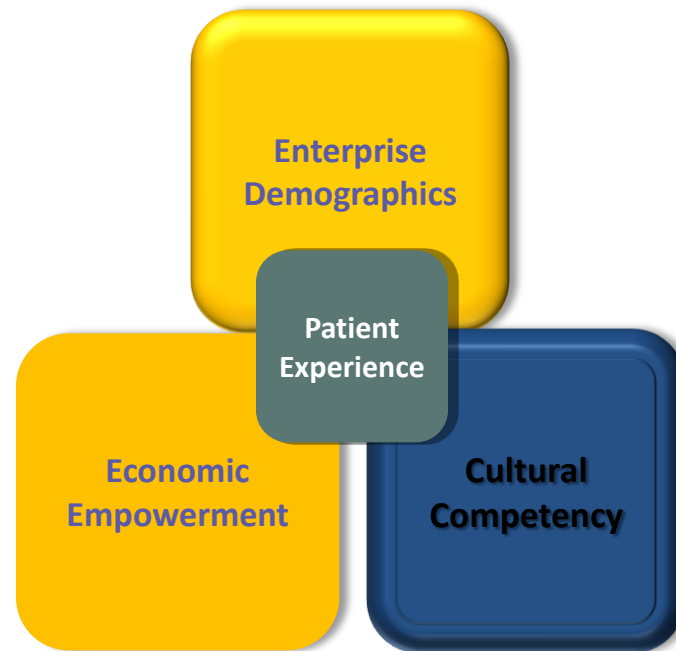


ADVANCING DIVERSITY & INCLUSION



Sustained performance...measurable progress

ADVANCING DIVERSITY & INCLUSION





Cultural
Competency

Building a Culture of Inclusion

- **Cultural competency training**
- **On-boarding initiative**
- **Inclusive Leader program**
- **Communications plan/campaign**
- **Diversity Councils & Employee Resource Groups**



Employee Resource Groups

- Affinity-based
- System-wide membership
- Employee-led
- ET sponsors
- Office of Diversity facilitators
- Aligned to CC mission & business strategy



Cultural
Competency

Cleveland Clinic Employee Resource Groups

- Women in Search of Excellence
- African American Employees
- African American Physicians
& Professional Staff
- SALUD-Hispanic/Latino employees
- Pan-Asian



Cultural
Competency

Cleveland Clinic Employee Resource Groups

- Group Of Aspiring Leaders (GOAL)
- Clinic Pride-GLBT employees
- Interfaith Network
- Dual Physician Families
- Clinic Ability Affinity Group
(workplace disability issues)

ERG Evolution

- **First Generation**
 - Started as enterprise-wide efforts to provide a place for dialogue and support for women and minorities around workplace barriers to hiring, retention and advancement
- **Second Generation**
 - Expanded focus to include professional development, mentoring, formal sponsorship, and feedback to senior leadership about challenges unique to their groups

ERG Evolution

- Third Generation
 - Rebrand from Affinity to Employee Resource Groups
 - Open membership to create stronger sense of inclusion
 - Increase partnerships between ERGs

Four-step planning model

- Step 1
 - Confirm organizational goals and affirm ERG mission
- Step 2
 - Assess current activities
- Step 3
 - Develop business plan
- Step 4
 - Create communication strategy

Ensuring ERG Success

- Develop a clear Diversity & Inclusion strategy aligned with the organization's business goals and senior leadership support
- Create an ERG strategy that positions you for success and ensures executive sponsorship and support
- Use a business planning model that is consistent across all ERGs



Cultural
Competency

Cleveland Clinic's ERG Goals

- Drive employee engagement
- Improve talent retention & development
- Serve as ambassadors to internal & external communities

It's all about delivering the best possible patient experience!

Cleveland Clinic ERG Success

- ERG strategy aligned with Diversity & Inclusion strategy with business goals
- Senior leadership and executive sponsorship support
- Business planning model with tools and techniques plus the accountability to plan and execute initiatives that will produce business results

Cleveland Clinic ERG Success

- Facilitating ERG leaders' meetings quarterly with executive sponsors and senior leadership
- Hosting monthly lunch speaker series for career development and networking sessions
- Implementing cultural, educational, and health screening activities at cultural festivals and/or community events
- Creating strategic partnership with HR and Patient Experience

QUESTIONS?



Contact Us...

- The Office of Diversity is available as a resource for questions or consultation.
Please call: **216-445-7323**
- Office Email: diversity@ccf.org
- My email: gonzalea@ccf.org
- My direct line: **216-445-7318**

Thank You