

A woman with dark hair, wearing a black blazer, and a man in a dark suit, blue striped shirt, and white tie are looking at a folder together. The woman is pointing at something in the folder, and the man is holding a pen. They are in a bright, modern office setting.

MAXIMIZING PERFORMANCE THROUGH DIVERSITY AND INCLUSION SOLUTIONS

sodexo
QUALITY OF LIFE SERVICES



Diversity and inclusion is a strategic imperative for Sodexo and contributes to the success of its global business and mission – to improve the quality of life of those they serve.

OUR GLOBAL OFFICE OF DIVERSITY IS COMMITTED to providing our clients with a variety of tools, techniques, and experiences, designed to assist employees at all levels, to develop the skills and competencies they need, to effectively lead in the diverse workforce of today and tomorrow. At Sodexo, it is our goal to share with our clients, the best consulting solutions and learning workshops, to support them in their own diversity and inclusion agenda.

We know that like us, our clients believe that there is strength in diversity, and by celebrating our strengths and differences, we will accumulate to a whole that is much larger than all of our parts.

“We like to say, ‘diversity is a fact, but inclusion is a choice.’ It’s a choice to see value in differences - a choice we each make, dozens of times each day. In grand gestures that have the power to transform the culture of a company or the global image of a country. And in small gestures - who we speak to in the hallway, who we call on in meetings, what we notice, and who we notice. Gestures that tell colleagues that they belong, that their unique experiences, skills, and perspectives are not only welcomed, but valued.”

Deborah Gillis, *President and CEO, Catalyst*

For nearly two decades, Sodexo has been at the forefront of leadership and innovation in diversity and inclusion worldwide. We are proud of the over 100 external awards and recognition we have received since the beginning of our journey from organizations like the National Organization on Disability (NOD), Working Mother Magazine, the Human Rights Campaign (HRC) and DiversityInc, where Sodexo remains the only company to be ranked #1 or #2 on DiversityInc’s annual ‘Top 50 Companies for Diversity’ list for 5 consecutive years (2010-2014).

US Business Leadership Network (USBLN) Disability Equality Index

Hispanic Association on Corporate Responsibility (HACR)

National Association for Female Executive (NAFE)
Top Company for Executive Women

FlexJobs 250 Top Companies for Flexible Jobs

Victory Media Military Friendly Employer

National Business Inclusion Consortium (NBIC) Best-of-the-Best
Top 30 Corporations for Inclusion

Fortune Magazine World’s Most Admired Companies

CONSULTING SERVICES



EXECUTIVE PLANNING & DEVELOPMENT:

Diversity and inclusion training starts at the top. This facilitated session is designed to create alignment at the Executive level, and defines clear objectives in order to implement a diversity and inclusion strategy. From business rationale to identifying metrics and measures, this all-inclusive workshop highlights the key features of Sodexo's best practices in diversity and inclusion.

NEEDS ASSESSMENT:

The best place to start is at the source. In this assessment, interviews and focus groups with employees and/or customers are conducted. Based on their feedback, a needs assessment is created through the use of written reports, executive summaries, and debriefing sessions.

DIVERSITY LEARNING & DEVELOPMENT:

Sometimes, a plan of action is all it takes to succeed. This session develops a specifically tailored diversity and inclusion strategy, based on consultation and evaluation of the work environment.

MENTORING:

The right guidance goes a long way. In this facilitated session, a talent development strategy, including both formal and informal mentoring, is established with specific identified objectives in mind.

EMPLOYEE BUSINESS RESOURCE GROUPS & DIVERSITY COUNCILS:

There is strength in uniting. In this session, tools and methods for creating and sustaining high-performing Employee Business Resource Groups, affinity groups, and Diversity Councils, are taught.

SPEAKERS BUREAU:

By strategically implementing a series of keynote addresses on diversity and inclusion, such as "Creating a Culture of Inclusion," and "Diversity and Inclusion Learning Strategy," a culture of participation and presence will be taught throughout the employee platform.



DIVERSITY
LEARNING
SOLUTIONS

SELECTING THE BEST TALENT

Enable leaders to become culturally competent by understanding the power in diversity and, in turn, learn how to leverage those skills for positive future growth at the start of the hiring process.

- Explore why inclusive, diverse talent acquisition is critical to management and team success.
- Teach managers to be aware of differences and provide them with tools and skills to become culturally competent.
- Enact a plan for responsibly fulfilling future hiring needs.

INCLUSIVE PERFORMANCE FEEDBACK

Use the cultural competence skill set and learn to give effective one-on-one feedback to diverse individuals in order to foster employee advancement.

- Recognize gaps in communication as a result of cultural differences.
- Identify inclusive behaviors and languages that create successful, beneficial, one-on-one relationships.
- Practice thinking, speaking, and behaving in ways that demonstrate cultural competence.
- Reinforce the use of an inclusive feedback tool.

NANO-BYTES THAT STING

Identify management micro-messages in the workplace, positive or negative, that demotivate, devalue, and decrease productivity, and learn methods to remove this messaging from manager-employee communication.

- Identify micro-messages (unconscious gestures, subtle comments, or slights that can either enhance or hinder performance) in the workplace that demotivate, devalue, and impair productivity.
- Build a constructive environment of inclusion through self-assessment and re-engineered thought on encouragement and job coaching.



INTERRUPTING UNCONSCIOUS BIAS

Teach and practice inclusive behaviors that identify and disrupt unconscious biases that may exist in the team environment.

- Uncover and assess individual conscious and unconscious preferences.
- Introduce and practice using the “Four Steps to Challenging Assumptions” tool.
- Teach and practice inclusive behaviors to lead, inspire, and sustain dynamic teams.

THE VOICE PROGRAM

Create an inclusive workplace for people with disabilities, and enable an atmosphere for self-identification which provides the ability to ask for what they need to succeed.

- Demonstrate the value of creating an inclusive workplace for those with disabilities.
- Learn specific practices that foster an environment that encourages individuals with disabilities to realize their full potential.
- Discover the importance of becoming a visible ally to those with disabilities.

GENERATIONS IN THE WORKPLACE

Define the key characteristics of primary generational groups currently in the workforce, and explore ways to facilitate understanding and team communication.

- Identify how generational differences can shape workplace behavior and interactions.
- Define the key characteristics of the four primary generations: Traditionalists, Baby Boomers, Generation X, and Millennials.
- Gain further understanding of each individual belief set in order to improve cross-generational communication.

BUILDING A CULTURE OF AUTHENTICITY

During this session, participants are invited to “take off their masks” so they can show up more authentically at work and in their lives. Through a supportive and enriching dialogue, colleagues explore ways to foster a more inclusive culture, encourage respectful interactions, and create greater sense of belonging. Application is immediate and results in improved relationships, ease in connecting across difference and enhanced performance.

- Define and role model authentic behaviors.
- Engage in dialogue that enhances leadership capabilities.
- Enhance organizational culture to consistently invite authenticity, a sense of inclusion and belonging at work.

BRINGING YOUR WHOLE SELF TO WORK

Raise awareness and teach methods to continually foster a respectful and equitable team environment for lesbian, gay, bisexual, and transgender employees.

- Understand underlying assumptions about LGBT employees in the workplace.
- Use interactive exercises to enable employees to become allies and create a more inclusive work environment.
- Demonstrate the business case for LGBT inclusion.

“Sodexo’s diversity leadership training was well tailored to the needs of my team - providing just the right mix of learning, reflection and planning to support ongoing leadership discussions, and long-term strategic planning at the University of Mary Washington.”

–**Rick Hurley**, *Former President of University of Mary Washington*



IMPROVING TEAM EFFECTIVENESS THROUGH INCLUSION

Building and leading high performing teams is one of the most complex challenges we face as leaders. This interactive 90 minute workshop uses the high performance frame and diversity and inclusion as a strategic lever to improve team effectiveness and performance. Through interaction and group exercises, leaders will have an opportunity to discuss how to lead, inspire and manage their teams, and share best practices.

- Examine individual actions and the effect on high performing teams.
- Assess your leadership style; increase own self-awareness and accountability.
- Give and receive inclusive feedback.
- Practice inclusive language and behaviors.

LEADING AND COLLABORATING WITH CULTURAL AGILITY

Evolving, global business needs require an expanded skill set. This session provides tools that help leaders thrive, while inspiring stronger collaboration amongst culturally diverse, geographically dispersed teams. In doing so, leaders will achieve higher performance levels.

- Increase self-awareness on the impact of culture in our day-to-day work.
- Identify and address barriers that may impact working with culturally-diverse and geographically-dispersed teams.
- Enhance understanding of how leaders communicate, build trust, and collaborate effectively across cultures.





CROSS-CULTURAL COMMUNICATION

Learn techniques to overcome and understand differences in cross-cultural environments throughout a team to improve overall communication and productivity.

- Highlight the importance of effective communication as it pertains to diversity and inclusion sensitivity.
- Explain how cultural variables have a critical impact on interpersonal interactions and cooperation throughout all levels of employment.
- Develop tactical skills to overcome communication and cross-cultural barriers.

CULTURAL COMPETENCE IN HEALTH CARE

Designed specifically for Sodexo's Health Care clients, this session will support participants and expand their cultural competence within the healthcare environment, including diverse perceptions, culture and diet, and culturally competent customer service to coworkers, patients and their families. Participants engage in provocative dialogue, test their knowledge by engaging in a lively game entitled, "Cultural Pursuit: Culturally Competent Customer Service in Health Care", and view thought-provoking video vignettes of culturally competent versus culturally incompetent care.

- Explain how the healthcare industry has been affected by changing demographics and diversity.
- Understand the ways assumptions and stereotypes create barriers that impede interactions, and develop skills in providing culturally competent service to patients and their families.
- Create an action plan to further develop cultural competence.



RELIGION AT WORK

Today, every religion in the world is practiced right here in the U.S. Do you wonder how to greet someone during the month of Ramadan? Do you know how to extend condolences for the death of a father to a team member who is Hindu? This impactful and engaging workshop will answer these questions and introduce basic religious beliefs and cultural traditions. Increase your cultural competence and capabilities on how to build an inclusive and respectful work environment across the dimension of religion and cultures.

- Increase understanding about belief systems in order to respond appropriately to increasing religious diversity.
- Gain knowledge about holidays, rites of passage, and faith-based cultural practices and traditions.
- Build skills to interact more effectively with colleagues and clients “around the world and down the hall.”

TRANSGENDER DYNAMICS IN THE WORKPLACE

This presentation addresses inclusion issues for transgender employees at Sodexo. Our goal is to empower employees with tools and protocols necessary to foster an ethical, inclusive and accessible work environment for the whole workforce, including transgender employees. By the end of this session, participants will be able to:

- Gain awareness regarding issues facing transgender individuals in the workplace.
- Responsively and sensitively address transgender issues at work.

“Asbury Methodist Village’s (AMV) relationship with Sodexo extends far beyond the service they offer at our community. Sodexo’s expertise and significant experience around diversity and inclusion has been beneficial in assisting AMV to begin a diversity and inclusion journey of our own. Sodexo has guided us in setting milestones and supply resources to aid in that chance”.

For additional information, please contact:

Sodexo Global Office of Diversity:

SodexoOfficeofDiversity@sodexo.com

