THE MOST DIVERSE GENERATION IN HISTORY IS CHANGING THE WORKPLACE. ARE YOU READY TO LEAD THEM?

At Inclusion Nation, we believe that the shifting demographics of the workforce require inclusive leaders equipped with the skills to lead a rapidly transforming workplace. We partner with forward-thinking organizations to design authentic spaces built for success. We offer large group presentations, interactive workshops, customized e-learning modules, short- and long-term consulting arrangements, and a range of diversity solutions tailored to your audience or organization. We focus on improving recruiting, retention, and promotion of diverse professionals; recognizing and interrupting bias; building culturally competent workforces, and enhancing authenticity and belonging. Our goal is to empower leaders, at every level, to promote inclusion in their organizations. We are Inclusion Nation. Everyone gets a seat at our table.

SHOWCASE PRESENTATIONS

Inclusion Nation knows that every group we work with has different needs. From a 60-minute speech from the stage to an all-day leadership retreat, we provide organizations with innovative and strategic approaches to increasing inclusion, interrupting bias, ending harassment, and improving diversity for everyone. Utilizing the latest in instructional design techniques, our fully-customizable programs involve every person in the room and are exclusively tailored to your group and its diversity needs.

Our Showcase Presentations are listed on the following pages. Feel free to book one of those presentations or bring your own ideas on inclusion topics your group needs to hear. We look forward to connecting with you soon.
1.

We are about to become a minority-majority nation. And yet, companies across the country do not reflect the transforming demographics of our nation, particularly with leadership. For decades, we’ve heard variations on the same theme on how to increase organizational diversity and we have still not moved. We need a new approach. We need to stop following trends. We need to lead change.

In our signature program, Change the Rules, Change the World, we explain how to transform diversity and inclusion from mere lip service into the very heart of our organization. Following the journey of a young black woman in the workplace, we explore how the old rules of diversity can no longer stand, and the new rules that we need to put into place to make inclusion a reality for everyone.

We start with the old rules of diversity and inclusion: the business case for diversity and inclusion and why it remains insufficient; why we can’t just say everyone has bias and that’s OK; what it means to be the first; what it means to be the only, what it means to code-switch, and what it means to not have champions advocating for your success. Then we talk about the new rules of inclusion, the ten rules we must follow to create an inclusive and equitable organization where everyone can bring their authentic selves and still belong and succeed.

At different points in the program, participants will discuss questions on leadership, diversity, bias, and authenticity. At the end, they will write down the three rules that they want to put into place starting today. They will then sign and seal those letters, and receive them in the mail in three months. The goal is to ensure they stay accountable to the changes they committed to making three months ago.

We change the rules, we change the world. That’s how we make diversity and inclusion matter for good.

GET IN TOUCH WITH MICHELLE SILVERTHORN AT MICHELLE@INCLUSIONNATION.ORG OR @INWITHMICHELLE
2.

In 2018, Starbucks closed its stores after a manager called the police on two black men waiting at a table. The months that followed brought a rash of incidents of white people calling the police on people of color napping in a college dorm, BBQing in a public park, touring a university campus, and selling water on the side of the road. Each time an incident was reported, cries of racism came to the fore. And yet, if you asked any of those people, they likely would say, “I’m not racist,” “I don’t see color,” or “I don’t have a biased bone in my body.” How can we reconcile that?

For many, that’s where unconscious bias enters. As a shortcut for our thinking, unconscious bias plays a crucial role in how we perceive people who are different, and how those first impressions can dramatically affect our perception of another person. How can we transform our thinking so we see people for who they are, not who we think they should be?

In **They Still Call Me the Nanny**, we first discuss how many of us have been socialized to be “color-blind” or “identity-blind” when it comes to seeing other people, despite the overwhelming evidence that we all see racial, gender, and other identity differences. We then look at the transforming demographics of our nation and the world, and how continued identity fragmentation necessitates that we engage with difference. Next, we address how unconscious bias tricks our brain into thinking we are identity-blind, when in fact we are making instant deductions, impressions, and observations about everyone we meet. Finally, using interactive exercises, we witness our own unconscious biases at work and see how those biases affect our perceptions of other people. We conclude with strategies to successfully interrupt unconscious bias on a daily basis, and create a workplace where we can all see behind the stereotype to the real person within.
3.

Do you ever walk into team meetings and feel out of place? Do you ever feel that no matter how perfect you do a job, it is never perfect enough? Do you constantly feel that someday, someone, somewhere will stand up, point their finger at you, and expose you for who you truly know you are – a fraud? This is impostor syndrome.

Impostor syndrome is the feeling that no matter how successful you are, those successes are underserved, based not on skills or abilities, but rather on luck, timing, and the ability to hide oneself. The threats to both the individual and the workplace are clear, whether it’s self-doubt before an important meeting, lack of engagement in the workplace, or constant turnover from those who simply feel like they do not belong.

The upside to impostor syndrome is that there is a solution. That’s what we explore in You Belong Here.

We first discuss the roots of impostor syndrome and why high-performing professionals suffer self-doubt about their abilities, despite their demonstrated success in the workplace. We then address the effects of impostor syndrome, both on the individual’s performance and on the workplace itself. Next, we explain how for minorities, the double bind of impostor syndrome and stereotype threat limit their ability to progress in the workplace.

Once we’ve laid out the problem, we design solutions customized for the attendees’ specific workplace.

We meet the five most common impostor syndrome types – the Perfectionist, the Superhero the Genius, the Individualist, and the Expert, all of whom work in an organization very similar to the attendees. We work together to provide these “impostors” with practical, individualized solutions to transform their mindset and claim their workplace success.

Our goal is to create a professional environment where everyone can be confidently told this truth: You Belong Here.
4. It’s an open secret how employees succeed in the workplace. Sponsors. Sponsors, far more than mentors, play crucial roles in getting their protégés high profile work, promotions, and a seat at the decision table. And yet while many women and minority employees have mentors, they often lack sponsors. They lack people who can provide them with access to exclusive networks, broadcast their achievements to senior executives, and ensure that they have the stretch assignments they need to succeed.

But how do you get a sponsor? What tasks must sponsors complete? How can they identify top performers who will soar? How can protégés ensure continued interest and investment in their careers? And how can organizations create environments that promote sponsorship while ensuring that all their employees are continually pushed to succeed?

This is the End Game starts by discussing the statistics of women and minority employees in the workplace, and the numerous challenges that arise from the bias that they face. We then differentiate sponsors, mentors, and role models, and explain in what circumstance each of those is necessary. Next, we dive into the benefits that sponsorship delivers to the sponsor, the protégé, and the organization, and outline how employees can find a sponsor, and how sponsors can determine if that employee is the one who they want to put their support behind. Finally, we cover the six rules of sponsorship success and the six hurdles that sponsorship must overcome. How should a sponsor address those issues? How should a protégé? Because this is the end game, where we use sponsorship as a tool to effectively move women and minority professionals into positions of power. That is the victory that awaits a sponsor, a protégé, and the organization to which they both belong.
5.
Racism. Privilege. #MeToo. #BlackLivesMatter. For the past several years in this country, words have become so charged that debates and discussion quickly veer into anger and accusations. So goes the nation, so goes the workplace.

At Inclusion Nation, our founding principle is this: we cannot move forward on diversity and inclusion in the workplace unless we have the difficult conversations about race, gender, identities, and the assumptions we make about each other. But having those conversations without the right preparation can lead to anger, frustration, and the belief that tackling difference is not worth all the conflict it brings. That’s where A More Perfect Union enters.

In the workplace, many of us no longer need to leave our siloed workspace to have real conversations with real people in real life. We also live in an online world where we can have our opinions validated and reinforced without any counterweight. That online self-segregation extends to our homes, neighborhoods, and social circles, where we may not spend significant time with anyone whose opinions differ drastically from our own.

But challenging our own opinions is necessary. To create a culture of authenticity, belonging, and inclusion in the workplace, we need to have genuine conversations about what makes us different. Those conversations, and the resultant learning, form the basis of successful mentoring relationships, collaborative teams, an engaged workforce, and the opportunity for everyone to understand the struggles – both visible and not – that their colleagues face.

In A More Perfect Union, we start with the possibility, or why these differences matter in our workplace. Then we move into the reality, using charged phrases and divided identity groups to understand how we became polarized in our silos. Next, we address the solution – civility – the fundamental basis of our shared civilization. Finally, we end with the ten steps we can all take starting now to design a civil workplace, and rebuild a civilization that includes everyone.
6.

Over the past century, the workplace has evolved from a space where two or three generations worked together in a clearly structured hierarchy to one where five generations jostle for position in a swiftly-transforming professional environment. Each generation brings its own history, its own expectations, and its own standard of communication that may differ slightly or dramatically from their colleagues in other generations.

With those tensions come others, in particular, stereotypes and beliefs about the behaviors of younger and older generations. The challenges range from deceptively simple ones like communicating with customers and work attire, to more complex ones like the roles of well-being and social justice in corporate America.

To create a successful workplace where everyone feels like they are included and belong, we need to learn how different generations came to their varied standards of professionalism, and challenge the stereotypes that arise when we only have incomplete understandings of the generations, their histories, and the realities of their workplace.

In Welcome to My Generation, we navigate through a world of inter-generational communication and conflicting dialogue. We learn the history of the five generations in the workplace, how each generation puts its own unique stamp on organizations, and how best to recognize, engage with, and grow from the challenges presented by these differences.
7.

Heard a joke about millennials lately? I bet you’ve heard a thousand. The youngest generation in the workplace has been discussed, analyzed, and criticized by anyone who has ever met a 20-something-year-old. And yet, as millennials swiftly approach 65% of the workforce, one subset of millennials has not undergone that same thorough analysis – millennials of color.

See, most of what we know about millennials is based on research done on white, middle-class millennials. But as the past decade has clearly demonstrated, unless leaders are willing to engage with their millennial workers’ multiple intersectional identities, they will lose diverse employees who they have spent years training and developing, or will fail to recruit these employees in the first place.

That’s where Millennials in COLOR steps in. Working with a newly-hired millennial professional as he progresses through his large organization, attendees will learn best practices for recruiting, hiring, and leading diverse millennials in the workplace. How do you recruit diverse millennials? Go to the schools and neighborhoods where they live, engage in their communities online, and laterally recruit executives who represent the identities of the millennials you are trying to bring in. How do you train diverse millennials? Provide them with knowledge, skills, and abilities that demonstrate that you understand the basic challenge of any person of color – being thought of as incompetent from Day 1. How do you lead diverse millennials? Recognize that this generation is restless when it comes to equality and justice in society and the workplace. Want to stop seeing millennials walk out the door? Want to start understanding how they stay and why? Then start seeing them for who they truly are – Millennials in COLOR.
Our international workforce and global customer base demand more effective engagement from companies with which they work, contract, and interact. As companies expand their multinational footprint, how can we continue to effectively deliver our best services to our clients and customers while recognizing the multiple cultural lenses we all operate within? That is where cultural competency enters.

Cultural competency is the ability to shift cultural perspectives and adapt our behavior to cultural commonality and difference. It requires clear cultural self-awareness and a deep understanding of the experiences of people from different cultural communities. Cross-cultural competency allows us to successfully practice in a globally-oriented workplace. Equally important, we need cultural competency to achieve optimal team performance.

In *Now You See Us*, we break down cultural competency by reviewing the cultural competency continuum – denial, polarization, minimization, acceptance, and adaptation. We then discuss the five habits of cultural competency that every professional needs to understand and adopt in order to move through the continuum.

The centerpiece of this presentation is the cross-culturally validated assessment of individual cultural competence, the Intercultural Development Inventory. Prior to the workshop, we administer to each participant a 50-item questionnaire customized for your group. During *Now You See Us*, we present our assessment of your group’s cultural competency based on the questionnaire responses, and explain where your group stands on the cultural competency continuum. Then we present an Intercultural Development Plan to help your group apply their insights around their own mindset for engaging in cultural differences, and set out challenges, goals, and milestones for to achieve together. By the end, participants will have a clear understanding of cultural competency and the practical steps necessary to obtain true cross-cultural understanding and inclusion.
MICHELLE SILVERTHORN, FOUNDER & CEO

Michelle Silverthorn is the Founder and CEO of Inclusion Nation, a diversity consulting firm. Michelle founded Inclusion Nation on the belief that diversity and inclusion needs a new voice for a new generation. A recognized expert in organizational diversity, Michelle has worked with Fortune 500 companies, tech start-ups, non-profit organizations, universities, and numerous companies across every industry. From thousand-person conferences to twenty-person workshops, Michelle equips all of her audiences with the knowledge and skills to finally move forward on diversity and inclusion.

A graduate of Princeton University and the University of Michigan Law School, Michelle practiced for two large law firms in New York and Chicago. She then transitioned into the legal education field where she trained thousands of attorneys – in-person and online – about unconscious bias, diversity and inclusion, and millennials in the workplace. She has written several articles on those topics, including a well-received op-ed for the Chicago Tribune on unconscious bias. She is a TEDx speaker and the author of the forthcoming book, Change the Rules, Change the World: How to Recruit, Retain, and Lead a Diverse Workforce.

Michelle previously worked as an arts and entertainment journalist in Trinidad and Tobago, a researcher in Puno, Peru and Geneva, Switzerland, and a volunteer teacher in Gaborone, Botswana and Almaty, Kazakhstan. Michelle grew up in the Caribbean and now lives in Chicago with her husband Daniel and their two daughters.