

Reducing Turnover

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- Match expectations with realities

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- Match employee to job

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- Provide coaching and feedback

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- Provide growth opportunities

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- Provide growth opportunities
- Recognize and value employees

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- Match expectations with realities
- Match employee to job
- Provide coaching and feedback
- Provide growth opportunities
- Recognize and value employees
- Reduce stress

Reducing Turnover

- Match expectations with realities
- Match employee to job
- Provide coaching and feedback
- Provide growth opportunities
- Recognize and value employees
- Reduce stress
- Inspire trust and confidence

Diversity Mgmt. Key Factors

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- Leadership commitment

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- Effective diversity training

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- Leadership commitment
- Effective diversity training
- Diversity recruitment

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- Leadership commitment
- Effective diversity training
- Diversity recruitment
- Community outreach

Diversity Mgmt. Key Factors

- Leadership commitment
- Effective diversity training
- Diversity recruitment
- Community outreach
- Strategic, holistic approach

Diversity Practices

Diversity Practices

- Diversity recruitment

Diversity Practices

- Diversity recruitment
- Community outreach

Diversity Practices

- Diversity recruitment
- Community outreach
- Diversity metrics

Diversity Practices

- Diversity recruitment
- Community outreach
- Diversity metrics
- Career development

Diversity Practices

- Diversity recruitment
- Community outreach
- Diversity metrics
- Career development
- Supplier diversity

Diversity Practices

- Diversity recruitment
- Community outreach
- Diversity metrics
- Career development
- Supplier diversity
- Celebrating cultural events

Diversity Practices

- Diversity recruitment
- Community outreach
- Diversity metrics
- Career development
- Supplier diversity
- Celebrating cultural events
- Employee affinity groups

Diversity Measurements

Diversity Measurements

- Diverse employees recruited

Diversity Measurements

- Diverse employees recruited
- Diverse employees retained

Diversity Measurements

- Diverse employees recruited
- Diverse employees retained
- Diversity at all levels

Diversity Measurements

- Diverse employees recruited
- Diverse employees retained
- Diversity at all levels
- Diversity audits, employee surveys

Diversity Measurements

- Diverse employees recruited
- Diverse employees retained
- Diversity at all levels
- Diversity audits, employee surveys
- Corporate culture improvements

Diversity Measurements

- Diverse employees recruited
- Diverse employees retained
- Diversity at all levels
- Diversity audits, employee surveys
- Corporate culture improvements
- Employee complaints reduced

Diversity Outcomes

Diversity Outcomes

- Reduced costs

Diversity Outcomes

- Reduced costs
- Improved bottom line

Diversity Outcomes

- Reduced costs
- Improved bottom line
- Decreased complaints and litigation

Diversity Outcomes

- Reduced costs
- Improved bottom line
- Decreased complaints and litigation
- Improved public image

Diversity Scorecard

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- Leadership commitment

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- Leadership commitment
- Workforce demographics

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- Leadership commitment
- Workforce demographics
- Workplace climate or culture

Diversity Scorecard

- Leadership commitment
- Workforce demographics
- Workplace climate or culture
- Learning and growth

Diversity Scorecard

- Leadership commitment
- Workforce demographics
- Workplace climate or culture
- Learning and growth
- Customer diversity, community partnerships

Diversity Scorecard

- Leadership commitment
- Workforce demographics
- Workplace climate or culture
- Learning and growth
- Customer diversity, community partnerships
- Financial impact

Key Performance Measures

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- Days to process benefits claims

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- Days to process benefits claims
- Accuracy rate for benefits claims

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- Days to process benefits claims
- Accuracy rate for benefits claims
- Development of new treatments

Key Performance Measures

- Days to process benefits claims
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- Development of new treatments
- Patient satisfaction with health care

Key Performance Measures

- Days to process benefits claims
- Accuracy rate for benefits claims
- Development of new treatments
- Patient satisfaction with health care
- Veteran satisfaction with benefits

Key Diversity Measures

Key Diversity Measures

- Employee job satisfaction

Key Diversity Measures

- Employee job satisfaction
- Supervisor training

Key Diversity Measures

- Employee job satisfaction
- Supervisor training
- Alternative dispute resolution