About Upwardly Global

Upwardly Global (or UpGlo for short) builds an inclusive, future-ready workforce that embraces the skills of immigrant and refugee professionals. We advance equity, power the economy, and champion human potential through innovative skill-building, coaching, and networking programs.

To date, the organization has assisted more than 7,000 people in successfully rebuilding professional careers in the U.S. Upwardly Global envisions an equitable, more welcoming nation, where everyone can fully contribute and thrive.

About the Initiative

Our project is designed to bring together employers and skilled immigrants for design thinking sessions (facilitated by Accenture) to co-create products & solutions that will move the mark on promoting inclusive workplaces.

The initiative design includes a market research & landscape interview phase and a development & pilot phase, where Upwardly Global intends to select corporate participants to continue to build, refine product & service ideas, and beta test.

About the Workshop

We know that inclusive workplaces for all is a complex challenge to tackle in the U.S. Now, unemployment rates are projected to reach 20-30%, and given the current circumstances, companies are working to understand current & future skills needs and priorities to better prepare for a strong economic recovery.

By sharing and learning from each other during our workshop, we hope to ideate on strategies that will lead to an inclusive economic recovery for all.
SAN FRANCISCO WORKSHOP SESSION: AN OVERVIEW
WORKSHOP GROUPS

HOW MIGHT WE BUILD TOWARDS AN INCLUSIVE & EQUITABLE WORKFORCE RECOVERY?

GROUP 1
Remote Work: Inclusive Culture
How might we build towards and set a foundation for an inclusive workforce culture?

GROUP 2
Future & Current Workforce Uncertainty
How might we better strategize & plan for pipelines & forecasting, particularly from an inclusive lens?

GROUP 3
Upskilling Opportunities
How might we establish upskilling opportunities to prepare the workforce for the future, particularly from an inclusive lens?
WORKSHOP ACTIVITIES

ACTIVITY 1
ROSE, THORN, BUD
Learn about what are the strong, weak & growth points of our problem statements, coming to a shared understanding

ROSE (+): Use a ROSE-colored note for observations of what went well, or was commented on positively by the group theme

THORN (-): Use a THORN-colored note for observations of what did not go well or was commented on negatively by the group theme

BUD (has potential): Use a BUD-colored note for observations of something that was not a qualified success, but that could become a ROSE with a little care & attention

ACTIVITY 2
BRAINSTORMING
Ideate solutions on how we can solve / improve the group’s problem at hand, determining the top idea to build further

ACTIVITY 3
CONCEPT POSTER
Develop a concept poster on the group’s top idea, better understanding the big picture, success metrics, and more

FINAL ACTIVITY
IMPACT RANKING
Present each group’s concept poster, provide feedback, and prioritize the 3 ideas to understand corporate interest

Which of these ideas would have the biggest impact on corporate strategies to drive an inclusive workforce recovery?

KEY:

1 First Choice
2 Second Choice
3 Third Choice

THINGS TO REMEMBER:

- Defer Judgment
- Go for Volume
- Build on the Ideas of Others
- Stay on Topic
- Encourage Wild Ideas
- Be Visual

THINGS TO CONSIDER:

- Who is it for?
- What problem does it solve?
- What is the big idea?
- Illustrate how it works
- Why might it fail?
- How might we measure success?
**REMOTE WORK: INCLUSIVE CULTURE**

**HOW MIGHT WE BUILD TOWARDS AND SET A FOUNDATION FOR AN INCLUSIVE WORKFORCE CULTURE?**

An inclusive culture is essential to the success of a company, and organizations must consider how to best incorporate inclusivity into its DNA, allowing its employees to have a sense of belonging and ability to grow within the company.

### AWARENESS & EDUCATION

Emotional intelligence (EQ) is an important trait needed of all employees, especially in a remote setting. When there is no in-person contact with others, assumptions & misunderstandings can be even worse than before.

- Make sure to include & center the voices of those impacted in the decisions being made, allowing them to be a part of the process.

### COMMUNICATION & PRIORITIES

Leadership should ensure that inclusion is a core competency of the company and strive to get to know the perspectives of the people they manage, making transparency & listening a key part of the communication strategy.

- Instead of going to your “go-to” people for opinions & help, try to seek the thoughts of those that you wouldn’t initially reach out to.

### SECURITY, SAFETY & BELONGING

In order to drive an inclusive culture, psychological safety must be a part of the foundation. Employees should be comfortable in showing who they are without fear of negative consequences in the workplace.

- Make sure to check-in with your employees, building authentic interest in their personal wellbeing & career development, especially while remote.

### TEAM BUILDING & CAMARADERIE

As employees join the company or a new team, it is crucial to be able to create strong relationships within teams quickly & effectively to do their best work. Team cohesion is more important than ever, especially in this remote setting.

- Try making your team fill out a “guidebook” on themselves when joining a new team or organization to better help everyone get to know each other.

### DEVELOPMENT & RECOGNITION

Companies should ensure that the organization has a culture of recognition and investing in & developing talent for everyone (i.e. no talent hoarding), improving development & mobility for all.

- Create various avenues for recognition, from the formal to informal, to allow for appreciation & acknowledgement of those that stand up for inclusion.
FUTURE & CURRENT WORKFORCE UNCERTAINTY

HOW MIGHT WE BETTER STRATEGIZE & PLAN FOR PIPELINES & FORECASTING, ESP. FROM AN INCLUSIVE LENS?

Companies must consider the following steps to best plan for a diverse workforce pipeline & inclusive planning strategy, ranging from strategies to partnerships.

PUBLIC COMMITMENT
Have company leaders publicly commit to setting & meeting inclusive and diverse hiring goals and initiatives in order to add transparency to the organizations’ priorities.

Try expanding on public commitment at the top level to involve the commitment of leaders and employees at all levels.

DEFINE INCLUSIVE HIRING GOALS
Clearly define goals for inclusive hiring that make all employees accountable for the success and completion of the set goals. Ensure that this responsibility does not fall solely on Human Resources (HR) personnel.

Try linking leadership and employee rewards and recognition to the success of the inclusive hiring goals.

INVEST IN HR I&D TRAINING
While hiring has slowed, there is a unique opportunity to invest in increased training for recruiters and hiring managers on what inclusive hiring means and how to incorporate it into day-to-day operations.

Try upskilling recruiters, hiring managers, and employees on how to interview & build teams with diverse candidates, incorporating a playbook of guidelines for inclusive hiring.

UTILIZE PARTNERSHIPS
Take the time to form new partnerships and utilize existing partnerships with nonprofits, academic institutions, and other organizations in order to expand your company’s diverse talent pool.

Try partnering with learning & development companies to establish a pipeline of diverse candidates.

SEEK VALUE ADD, NOT FIT
Seek to define ideal candidates outside of strictly academia or work experience by seeking candidates that have the desired skills & that add value to the team through different viewpoints & different cultures.

Try considering how your organization can adopt a “screen-in” vs. “screen-out” hiring mentality.

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UPSKILLING OPPORTUNITIES

HOW MIGHT WE ESTABLISH UPSKILLING OPPORTUNITIES TO PREPARE THE WORKFORCE FOR THE FUTURE, PARTICULARLY FROM AN INCLUSIVE LENS?

In order to best prepare for the future workforce, companies should consider these 5 strategies to help promote inclusive upskilling opportunities for a diverse workforce:

**INCLUSIVE CONTENT & DELIVERY**
Be mindful of upskilling course content and delivery. Develop and deliver training courses in a way that is sensitive to people with different learning styles and from various cultures and backgrounds.

**ACCESSIBILITY & FLEXIBILITY**
Ensure that upskilling training programs are available to everyone regardless of location, career level, or schedule. Flexible training allows for higher completion & follow through.

**HOLISTIC APPROACH**
Build upskilling initiative with a holistic and learner-centered approach; Focus on a learner’s needs beyond technical skills and be sure to include soft skills, mentorship, and networking opportunities.

**CLEAR CAREER PATHWAYS**
Curate training content to meet skills and job demand in a specific organization or across industry. Align the upskilling program with a direct path to employment or career advancement.

**COMMUNITY OF SUPPORT**
Provide a community of support to trainees during & after upskilling programs to help them expand personal networks and strengthen soft-skills through mentorship and job shadowing.

- Try including diverse facilitators to help engage everyone in the audience on the training material
- Try donating / offering unused training seats to members of a non-profit or partner organization
- Try pairing technical training programs with courses in soft skills like communication and/or leadership training
- Try building community & engagement via virtual happy hours & special events, corporate challenges, etc.
- Try developing an immersive job shadowing program to give trainees an opportunity to upskill while gaining a network