

GFG Point in Time Assessment: What We Have Learned/What Is Next

GFG Community of Practice Meeting in San Francisco: January 24, 2017

Participating Companies:

3M, Boston Scientific, CSX, Facebook, General Motors, Grainger, McKesson, Qualcomm, TD Bank

Thank you to Steve Parker from CSX for facilitating. This was Bank of America's first meeting so Zoe Gibby was listening only.

Proudest of/Accomplishments

- Disability Equality Index: more than a score, but score important
- Advisory council and other accountability strategies
- Executive Engagement/Sponsorship: CEO role modeling, broad executive engagement across enterprise
- Disability etiquette guide, key in educating across company
- Hiring-growth story
- Providing closed captioning and the surprising reactions/embracing new resource
- Self-ID campaign outcomes including being emulated as best practice
- Moving self-disclosure of disability breakthroughs, early culture change signals

Surprises

- CEO broadly sharing his story
- OFCCP asking companies to speak as a role model for others
- University Recruiting, lack of 503 knowledge on campus, engagement of career/disability resource reps, hiring breakthroughs
- Impact of addressing unmet need for Autism benefits/support for parents
- Embracing and awareness associated with captioning availability
- Learning of pent up demand: quickly embracing GFG/disability inclusion initiative
- Hiring successes, e.g., from 7 to over 800 hires of individuals with disabilities

Success Factors/Lessons Learned

- Engaging key stakeholders internally and externally
- Strategic planning and driving accountability
- Communication frequency, variety, and inspiring to action/pride
- Training early to build confidence/competence
- Cross-functional team
- ERG/BRG for people with disabilities, key ingredient to progress/oversight
- Self-ID language/positioning that resonates and gets results

Ensuring Sustainability

- Internal champions and planning for transition management when there are changes in who is on our internal team

- On-going/customized training and awareness for key stakeholders
- Memorable/authentic/creative communications using multiple channels and venues
- Active disability advisory council/cross functional team
- Engaging in on-going self-ID campaigns, building on lessons learned for each round
- Continued focus on sourcing partnerships and enriching collaboration including TAP-CSAVR, Universities, and local/national resources of talent
- Strengthening and broadening ERG/BRG participation/collaboration
- Ensuring on-going executive sponsorship by leveraging internal events (BRG activities), and external opportunities like the annual USBLN conference
- Cornell Just-in-Time Toolkit for Managers
- Center for Talent Innovation Research project on disability inclusion