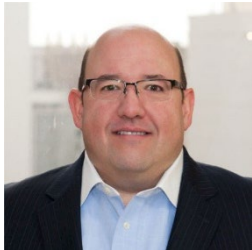


# Sustainable Diversity and Inclusion – Retaining and Developing Talent



**Dr. Stella Silva**

Assistant Vice President, IIE - FSI  
Interim Chief Diversity Officer  
Texas State University



**James F. Lock III, CTP, CSCIP/P**

Managing Director  
J.P. Morgan

Monday, January 24, 2022

# Sustainable Diversity and Inclusion – Retaining and Developing Talent

## Our Panelists



**Dr. Stella Silva**

Assistant Vice President, IIE - FSI  
Interim Chief Diversity Officer  
Texas State University

Dr. Silva leads the Institutional Inclusive Excellence Team for Faculty and Staff Initiatives and serves as the Interim Chief Diversity Office. She has been an administrator in diversity, equity, inclusion since 1997. She also holds a PhD in Educational Administration with a concentration in Higher Education from the UT Austin, a master's degree in Adult and Higher Education from the UTSA and a BFA from UT Austin. Dr. Silva is a member of Phi Kappa Phi, Kappa Delta Pi and Golden Key National Honor Societies. In 2006, she received the Texas State's Mariel Muir Excellence in Mentoring Award and the Excellence in Diversity Award in 2014. In 2016, she was the recipient of the prestigious Student Foundation's, Foundations of Excellence Award.

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## Our Panelists



**James F. Lock III, MBA, CTP, CSCIP/P**  
Managing Director  
J.P. Morgan

James Lock leads the Greater South Treasury Sales team for Healthcare, Higher Education, and Not-For-Profit Banking as part of Commercial Banking's Middle Market Banking and Specialized Industries business. James and his team collaborate with clients in order to solve key payment challenges and optimize their treasury practices by leveraging the firm's extensive treasury platform and deep industry knowledge. His team works every day to demonstrate the ways in which the firm's treasury platform can solve problems, address key efficiency opportunities, incorporate best practices, and optimize treasury operations. In addition to this role, James is also a national Higher Education Industry Executive.

James has 30 years of treasury and retail banking experience across the higher education, healthcare, government, and consumer banking sectors. For most of his career, James has served in relationship management and business development roles. James began his banking career at Bank of America in 1990 and joined J.P. Morgan in 2000.

Monday, January 24, 2022

# **Sustainable Diversity and Inclusion – Retaining and Developing Talent**

## **Session Description:**

Retaining and developing talent are critical to creating a sustainable culture of diversity and inclusion in an organization. This panel explores strategies to cultivate talent and keep mid-career professionals engaged. This session will provide a broader perspective on strategies by peers and lessons learned.

## **Session Outline:**

- I. Cultural Identity – How we can be inclusive and lead in excellence?**
- II. Unconscious Basis – What is it and how do we lead through it?**
- III. Bringing Your Whole Self to Work – How can this contribute to sustaining and retaining talent?**
- IV. Group Exercise**
- V. Wrap Up – Q&A**

Monday, January 24, 2022

# Sustainable Diversity and Inclusion – Retaining and Developing Talent

- I. **Inclusive Excellence – How we can be inclusive and lead in excellence?**

**Dr. Myron Anderson**

Monday, January 24, 2022



# Why?

Create an environment of trust; understanding, cooperation and commitment, thus allowing all members to thrive.

# Inclusive Excellence

**Inclusive Excellence** moves beyond numbers and involves **embedding practices and philosophies** that encourage diversity in every aspect of an organization.



# Inclusive Excellence Ecosystem



- Programs
- Champions
- Education

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# Trust

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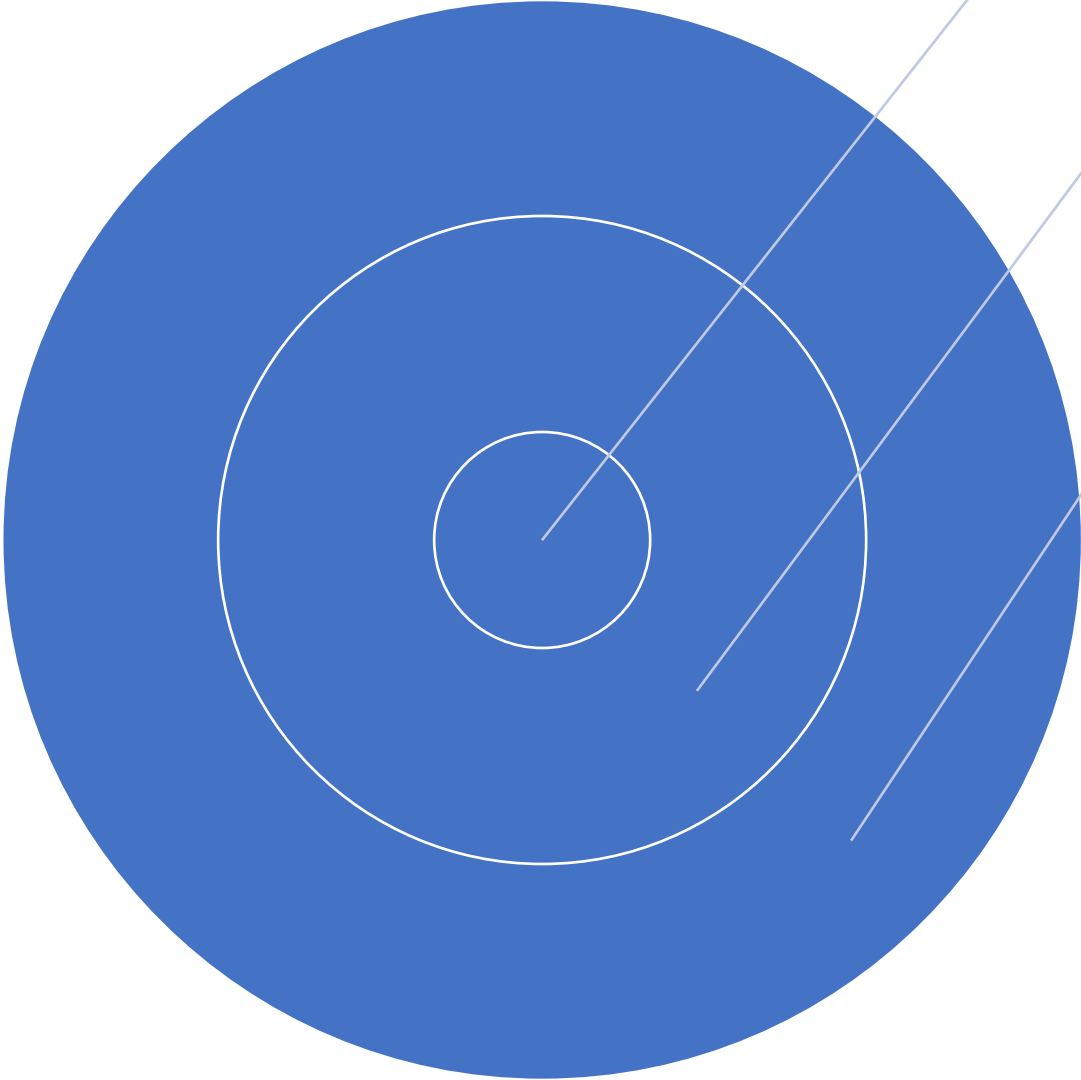




# What Just Happened?

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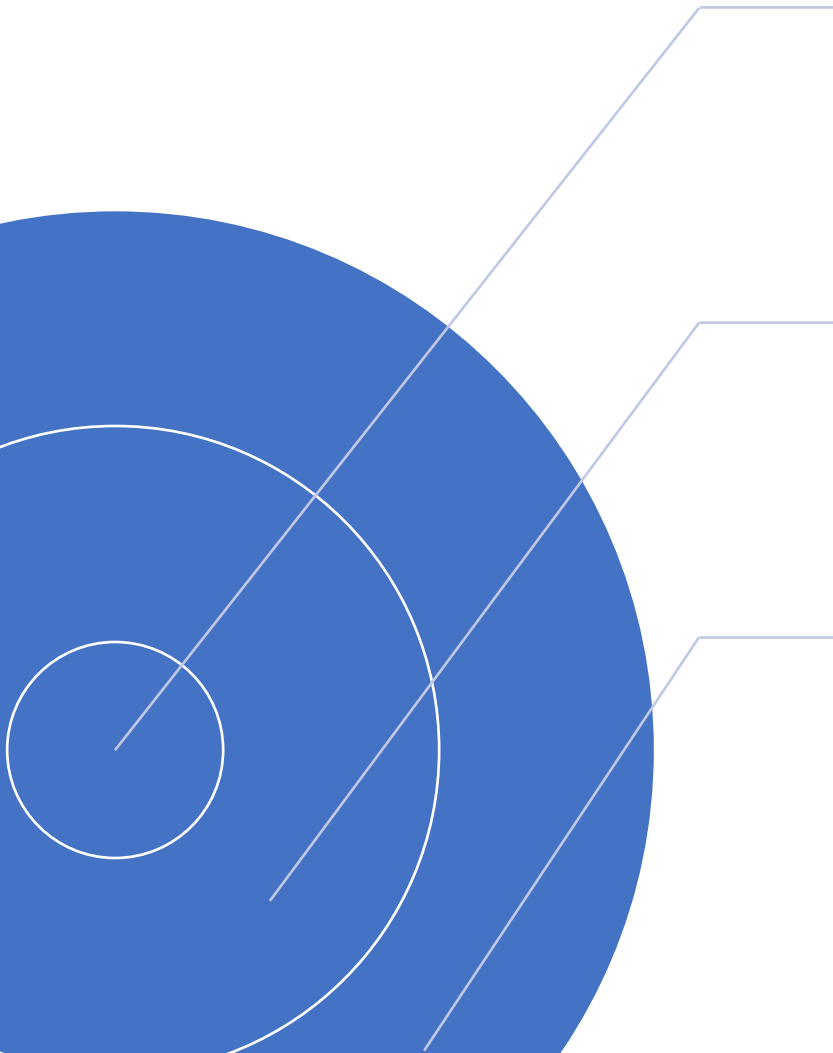




Trust

Colleague

Acquaintance



# Sustainable Diversity and Inclusion – Retaining and Developing Talent

## II. Unconscious Basis – What is it and how do we lead through it?


**Dr. Stella Silva**

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# Factors That Impact Our Socialization Process

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Belief  
System



Biases


**Implicit Bias=Unconscious Bias**

**Explicit Bias=Conscious Bias**

# What is Implicit (Unconscious) Bias?

## Definition:

Implicit bias is also referred to as unconscious bias and is defined as the process of associating stereotypes or attitudes towards categories of people **without** conscious awareness, which can result in actions and decisions that are at odds with one's **intentions** or explicit **values**.



Information  
That Reinforces  
Myths and  
Stereotypes

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# Creating New Associations in Our Brain

- We may **not be able to avoid** some of the negative information and stereotypes about people or groups that we are exposed to everyday,

**BUT**

- With this new information we can literally **change the physiology of our brain**, and in fact have the ability to produce **new associations**, which in turn can produce new, **equitable** and **inclusive** ways of engaging with others.



Counter These  
Beliefs Through  
Relationship  
Building

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# Good News

Although we have been socialized to believe myths and stereotypes about people, we can **reprogram our brains** to develop new ways of thinking about others, and in the process **debunk and interrupt** our own belief system. This will allow us to be open to new ways of creating **inclusive** and **welcoming** communities.



Establish a  
Sense of  
Belonging



# Sustainable Diversity and Inclusion – Retaining and Developing Talent

## III. Bringing Your Whole Self to Work – How can this contribute to sustaining and retaining talent?

James Lock, MBA, CTP, CSCIP/P

Monday, January 24, 2022



- How do we create an environment where our teams are able to be their real self?
- We need to do our own internal work first, with humility and a strong sense of self
- Starting with reframing how we see others, who they are, different than ourselves

# Sustainable Diversity and Inclusion – Retaining and Developing Talent

Learning more about bringing your whole self to work...

## Helpful Resources:

[https://greatergood.berkeley.edu/article/item/how\\_to\\_bring\\_your\\_whole\\_self\\_to\\_work](https://greatergood.berkeley.edu/article/item/how_to_bring_your_whole_self_to_work)

<https://mike-robbins.com/tedxberkeley/>

<https://www.key.com/about/careers/development/bring-your-authentic-self.jsp#:~:text=The%20work%20culture%20must%20value,their%20own%20experiences%20and%20assumptions.>

<https://www.atlassian.com/blog/teamwork/why-we-dont-bring-our-whole-selves-to-work>

Monday, January 24, 2022