



# Bhakti Newsletter (XVIII Edition) (MAY 2019)

*From CMD's Desk ...*



## *The Day-To-Day Experiences of Workplace Inclusion and Exclusion*

*Inclusion and exclusion do not occur in isolation and are not absolutes. On a day-to-day basis, employees' experiences of inclusion and exclusion often coexist. This report explores inclusion and exclusion in more concrete terms by examining employees' daily workplace experiences and finds:*





**Invisibility:** Experiences of inclusion are often invisible—challenging to describe, difficult to pinpoint, and, yet, in many workplaces, the expected norm.

**Salience:** Experiences of exclusion are more salient, immediately recognizable, and are more readily recalled.

**Co-existence:** Experiences of inclusion and exclusion often coexist in day-to-day interactions, reflecting both the complex and seemingly nebulous nature of inclusion and vivid experiences of exclusion.

Leaders will learn how to make inclusion visible, interrupt exclusionary behaviors, and manage inclusion's and exclusion's coexistence.

### **Six ways to support diversity and inclusion in the workplace**

1. Be aware of unconscious bias. Building awareness is a first step towards real change. ...
2. Communicate the importance of managing bias. ...
3. Offer diversity training. ...
4. Acknowledge holidays of all cultures. ...
5. Make it easy for your people to participate in employee resource groups.
6. Mix up your teams.



## QUALITY OF PERFECT HIRING



### HR Metrics

In the past, Human Resources (HR) was viewed as an administrative function where decision-making was usually based on prior experience, feelings, or intuition. However, with the growth of technology, global markets, and rapidly changing business needs, the HR professional must also hone the ability to make fact-based decisions. Such decisions may be based on data developed through the use of metrics that measure the quality, quantity, cost, and effectiveness of HR programs. Metrics measure turnover, the cost of hiring new employees, and the effectiveness of compensation programs in increasing employee performance. Metrics also provide the data the HR professional needs to communicate with management and have a real impact on driving the change that will move the company forward.





## Background Checks

With an increase in negligent hiring, retention, and defamation lawsuits; spiraling recruitment and training costs; and an upsurge in workplace violence and theft, employers are under pressure to conduct comprehensive background checks and investigations to find out as much as they can about potential employees. Job applicants have been known to exaggerate or even lie on a job application or résumé, or in a job interview, which further highlights the need for employers to investigate the backgrounds of potential employees and confirm application data. In an effort to appropriately balance an employer's "need to know" with an employee's privacy and equal employment opportunity rights, many federal and state laws regulate the type and amount of information employers may obtain about a job applicant or employee. Before conducting background investigations, employers must be fully aware of each law's requirements and tailor their employment practices accordingly or face the consequences, including the risk of stiff financial penalties and class action litigation.

## Good Hiring Practices

Good hiring practices can eliminate many legal risks, reduce costs, increase productivity, and improve morale. Making an ill-advised hiring decision, on the other hand, can result in turnover, duplicative training, missed opportunities, and lost customers. In addition, hiring an individual who is not a good match for a position or good fit in a company eventually leads to employment termination. Every termination (no matter how justifiable and well documented) exposes the organization to the risk of a wrongful termination lawsuit or a discrimination claim. A number of different hiring tools can help employers find the right person for the job the first time around.



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## Turnover (Retention)

Once the “great recession” ended, the economy improved, and in many areas of the country, unemployment rates continue their decline to prerecession levels, which provides employees looking to make may a change with more options for finding new employment. Employers should do all they can to avoid losing top talent.

Turnover occurs when an employee leaves an employer, usually voluntarily, and must be replaced. When turnover rates are high, it’s a signal to an



employer that it needs to take a look at its organization to see if it can identify factors that might be contributing to the turnover rate. There are myriad reasons for turnover, including, but not limited to, below-market compensation, lack of flexible scheduling, poor job fit, inadequate training, and lack of career growth, poor direct supervision, or poor organizational

management. Turnover costs can add up quickly when an employer takes into account lost productivity, costs associated with hiring a new employee, the cost of temporary employees or overtime to cover the workload of the person who left the company, and training. Even more important may be the loss of skill, experience, and customer relationships associated with the resignation of a valuable employee.





# Holi Celebration on 20th March 2019



*May the spirit of Holi bring you joy*

*The gladness of Holi give you Hope*

*The warmth of Holi grant you cheer*

*Happy Holi!*