Inclusion By Design:

Tuesday, January 9, 2024

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Advancing Evidence.
Improving Lives.

Welcome!

Thanks for joining us today!

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Disclaimer

This event is conducted by the American Institutes for Research (AIR) for the U.S. Department of Labor (DOL) Office of Disability Employment Policy (ODEP) and the Retaining Employment and Talent After Injury/Illness Network (RETAIN) state grantees, under DOL Contract Number 1605DC-18-F-00429. The views expressed are those of the authors and should not be attributed to DOL, nor does mention of trade names, commercial products, or organizations imply endorsement of same by the U.S. Government.

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How to Participate

- Chat box and email:
  - Use the chat box throughout the session to make comments and communicate your tech problems. Raise your hand and we'll call on you. Lower your hand after you've been called on.
  - You also can communicate by email at RETAINTA@air.org.

- Other helpful Zoom features:
  - To access closed captioning, click on the CC feature at the bottom of the Zoom window.
  - To add your state abbreviation to your name, find your name under "Participants," click "More" beside your name, and select "Rename."
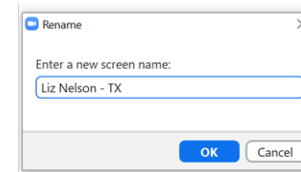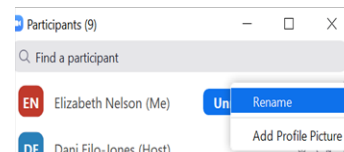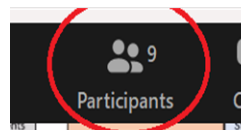
Virtual Meeting/Conference Recording Notice

The American Institutes for Research® (AIR®) allows for the recording of audio, visuals, participants, and other information sent, verbalized, or utilized during business-related meetings. By joining a meeting, you automatically consent to such recordings. Any participant who prefers to participate via audio only should disable their video camera so only their audio will be captured. Video and/or audio recordings of any AIR session shall not be transmitted to an external third party without the permission of AIR.

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Hosting and Participating in Meetings

ENGAGE EVERYONE
Consider participants' needs (e.g., visual, auditory, sensory, cognitive, physical, and language). Establish meeting norms to encourage participation. Ask participants to alert the meeting facilitator if they have difficulty seeing the content and/or hearing the presenter. Designate a meeting monitor to address audiovisual issues, monitor the chat box, and respond to participants as needed.

MINIMIZE NOISE
Avoid moving around or shuffling materials on your desk during the meeting. Eliminate crunching or chewing noises and loud typing, which interfere with sound quality for virtual participants and are amplified by microphones and sensory aids for visual or auditory impairments. Speak from a stationary position to keep the audio clear. Mute your phone or your computer microphone when you are not speaking.

MAXIMIZE MICROPHONES
Presenters should use microphones to ensure that their voice is loud enough for all to hear. Microphones are needed for face-to-face and virtual meetings and are critical for engaging remote colleagues as well as persons with hearing loss. During virtual meetings, use headphones with a built-in microphone to make sure that the facilitator and attendees can hear you. During face-to-face meetings, set up microphones for the facilitator, presenters, and attendees. Make sure that hand-held microphones are available for meetings that include audience participation. Make sure that speakers are positioned near a microphone.

ACKNOWLEDGE SPEAKER
Provide an auditory or visual cue before speaking to identify yourself as the speaker. State your name for those who cannot see you. When asking for questions or comments, meeting facilitators should allow five to seven seconds for participants to use the "raise the hand" tool, unmute their phones, or provide a response in the chat box. Be comfortable with the wait time.

BE HEARD AND SEEN
Project your voice when speaking. Only one person should speak at a time. Avoid overlapping and sidebar conversations. Position everyone present so that they can be seen on screen. Encourage virtual participants to use their webcams if they feel comfortable doing so. Let people see your facial expressions and body language clearly if you are using your webcam.

MAXIMIZE VISUAL DISPLAYS
Email materials to participants before the meeting. Display meeting documents on screen and capture the main discussion points verbally and visually by taking notes, restating key concepts, or using the chat box. If a participant asks for clarification, rephrase the content instead of repeating it. Assign a meeting note taker so that the meeting leader and monitor can focus on engaging participants. Notes also ensure access for individuals with executive function-related needs, processing disorders, or visual/auditory impairments.

These guidelines are intended to improve the meeting experience for all participants, including meeting facilitators, monitors, and attendees, as well as people with hearing loss or visual impairment, and those for whom English is an additional language. Some of the guidance presented here may apply only to in-person meetings, or virtual meetings, while other guidance applies to both meeting types.
Developed by the Access AIR and AIR CREW Employee Resource Groups With Support From the AIR Diversity, Equity, and Inclusion Office

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Meet Your Facilitator

Gabriel Matthews

TA Consultant
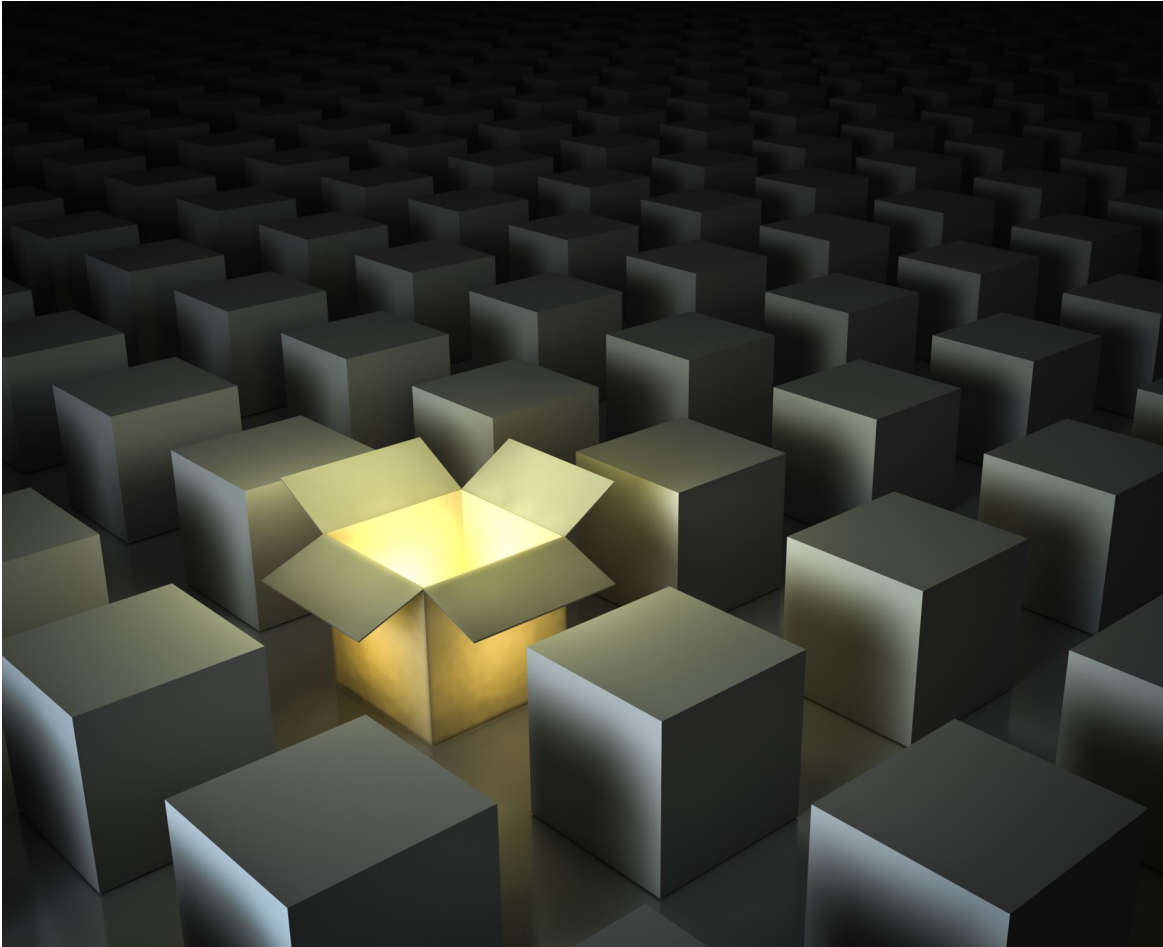
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Introductions

- Name

- State and/or Affiliation

- What are you hoping to get out of today's session?

- **Name a healthy food you enjoy and an unhealthy one you find hard to resist.**

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Session Objectives

1. Understand Design Thinking concepts and learn how to apply them.

2. Learn how a Design Challenge might guide the Design Thinking process and inform solution building.

3. Develop a broad understanding of Diversity, Equity, Inclusion, & Access (D.E.I.A.).

4. Understand how Design Thinking methods can help develop and strengthen D.E.I.A. efforts.

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Agenda

- **Overview of Design Thinking**

  – What is Design Thinking?

  – Actionizing Design Thinking through a Design Challenge

  – Elements of a Design Challenge – Asking "How might we…"

- **Overview of D.E.I.A.**

- **RETAIN Value Through D.E.I.A.**

- **Putting it All Together Through Inclusive Design**

  – Breakout Rooms

  – Share Outs

- **Closing**

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Some Mindful Guidelines as We Begin…

- Speak your truth. Share from your own experiences.

- Seek to understand. Actively listen before responding.

- Respect others' experience. We may have different OR similar stories to share, and contexts to draw from. All are legitimate.

- Disagree without discord. Disagreement is expected. However:

  - Approach unexpected ideas with curiosity, not argument.

  - If you disagree, debate and challenge ideas. Don't attack the speaker.

- Share the air. Make room for all voices to be heard, and don't dominate the conversation.

- Share stories and experiences but avoid identifying people in your details.

- What's said here, stays here. Only what's learned here should leave here.

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Design Thinking

A brief overview.

Design Thinking

What on earth is Design Thinking?

A non-linear, iterative process used to understand users, challenge assumptions, redefine problems and create innovative solutions to prototype, test, and refine. It is most useful for tackling problems that are ill-defined or unknown.

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Design Challenge – Putting Design Thinking into Action

A **Design Challenge** is simply a means by which a project or element of a project might develop innovative solutions to a complex problem.

Generally, a Design Challenge is made up of phases to guide the design thinking process toward solution-building, which includes Inspiration, Ideation, and Implementation.

These are often framed as a "How might we…" question.

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how might we ...

assume solutions exist

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how **might** we …

reduce commitment

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how might **we** ...

do it together

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Innovation

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Innovation by Design

Diversity, Equity, Inclusion & Access

A broad overview

Defining Diversity, Equity, Inclusion, & Access (D.E.I.A.)

- Defining D.E.I.A. broadly helps us understand how best to incorporate it into the work we do.

- Understanding how it might be applied could bolster our capacity to serve individuals with injury or illness.

- Having clarity around how we approach D.E.I.A. in our work can help strengthen the impact RETAIN has for individuals seeking to return to and stay at work after injury or illness.

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Broadly Defining Diversity, Equity, Inclusion, & Access

- **Diversity:** A commitment to culture and policies that support individuals in all the ways they may differ.

- **Equity:** ensuring that opportunities are available and accessible to everyone in ways not influenced by advantage or barriers.

- **Inclusion:** people of all backgrounds feel supported and valued so they can be their authentic selves.

- **Accessibility:** incorporating meaningful accommodations that ensure equity regardless of ability so that everyone can participate and add value.

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Things to be Mindful of...

- DEIA vs. D.E.I.A.

- Avoid oversimplifying D.E.I.A.
  - There are distinctions among each term.
  - One concept **can** exist without the other, although they **do** complement one another.

- Avoid misplacement of burdens.
  - While those most impacted by inequity tend to take up D.E.I.A. work, they should not **exclusively** be made to assume most of the burden in making a difference.

- Be proud of your progress but avoid being overly boastful.

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RETAIN Value Through D.E.I.A.

RETAIN's Value Through D.E.I.A.

- Actions guided by D.E.I.A principles & strategies demonstrate knowledge of **who** community members are.

- Actions guided by D.E.I.A principles & strategies provide an opportunity to demonstrate proficient understanding of **what** community members need.

- Actions guided by D.E.I.A principles & strategies can enhance internal processes too, not just external.

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Considerations for Demonstrating Value

- **Customize** messaging for diverse members of intended audiences.

- **Demonstrate relevance** to respective communities in ways they can clearly understand.

- **Share your knowledge** of D.E.I.A. openly with your team; **Show how you leverage** that knowledge to serve communities in relevant ways.

- **Know what you can and cannot do.** Prioritize what's feasible, but reserve other ideas for later if you can.

- **Set internal and external goals** for how your program will incorporate and utilize D.E.I.A.

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Inclusive Design

Bringing it all together through action!

Design Thinking & Diversity, Equity, & Inclusion (D.E.I.A,)

Design Thinking

Design Thinking involves finding innovative solutions to complex and multi-layered problems, while putting people first. It is a non-linear, iterative process used to understand clients, challenge assumptions, redefine problems, and create innovative solutions to prototype and test by prioritizing what is feasible or capable of being done with the resources you have.

Diversity, Equity, Inclusion, & Access

D.E.I.A. is often met with resistance because it calls for change – sometimes constantly – and more resources than might be available. There may also be blind spots to understanding the diversity of a person, group, or community which makes providing a product or service more difficult.

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Establishing Inclusion by Design

Design Thinking + **D.E.I.A** = **Inclusive Design**

Inclusive Design Prompts

Group 1 & 3: A medical entity that primarily serves a rural community has close connections with patients thanks to its relative size. But due to its location, its experienced staffing shortages. Medical providers at this facility see the value of RETAIN for their patients but are concerned that they may not have the capacity to directly participate in RETAIN and consistently turns the recruiter away.

Group 2 & 4: An employer recognizes that its employees may benefit from the RETAIN but is not clear on how to best connect with the program. The employer also gets the impression that, if employees utilize the program, they may return-to-work needing accommodations. The employer believes accommodations are too costly and hesitates to connect with RETAIN.

Group 5 & 7: As a recruiter for RETAIN, you learn that there is a large Brazilian population in an area of your state that you did not know about. You realize that this community might benefit from RETAIN. You begin working toward connecting with that community but discover that there may be language and cultural barriers you need to address first.

Group 6 & 8: A potential enrollee learns about your program through their medical provider and is excited about getting started with RETAIN. However, they live in a rural community where privacy is primary concern and are worried that their potential enrollment in RETAIN might get out and, with it, any hints at their medical ailment might be inadvertently revealed.

How might you address these challenges?

All groups will have 15 minutes to ideate and 1 minute to share out afterwards!

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Inclusive Design Activity – 9 Minutes!

Inclusive Design Prompts – Share your Solutions!

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Reflections & Parting Thoughts

How are you feeling after our time today?

What are some parting thoughts you'd like to share with us before we close?

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Thank You

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