Objectives

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Slide 2

- What is diversity and inclusion
  - How does it affect the workplace
- Diverse Labor Market trends in Chicago
  - How is TEKsystems doing and our Journey
- Top 10 Benefits of Inclusion and Diversity
- Questions

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What is diversity in the workplace?

- **Diversity in the workplace** means that a company employs a **wide range of diverse individuals.**
- In other words, a diverse workforce includes **people with different characteristics.**
- Diversity in the workplace means that a company's workforce includes people of **varying gender, age, religion, race, ethnicity, cultural background, sexual orientation, religion, languages, education, abilities**, etc.

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What is Inclusion in the workplace?

- **Inclusion in the workplace** means that a company's employees' **feel included and welcome.**
- In other words, an inclusive workforce means **creating an environment where all people are accepted and appreciated.**
- Per Profiles in Diversity Journal, "**Inclusion** puts the concept and practice of **diversity** into action by creating an environment of **involvement, respect, and connection—where the richness of ideas, backgrounds, and perspectives are harnessed to create business value**."

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Why Inclusion & Diversity?

Accept and leverage differences to create growth and opportunities for all individuals

Differentiation

Reinforce an inclusive culture where everyone has the opportunity to achieve their goals

Connection

Strengthening our business partnerships by leveraging our shared experiences and interests with one another

Innovation

Differences challenge and improve the way we think, allowing for optimal collaboration and problem solving in our business

Authenticity

Showing up as you are and not wasting energy on being something that you're not allows individuals to perform at the highest level

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Why is workplace diversity so important?

- In the modern, globally connected society and market, workplace diversity is becoming a **necessity** rather than a banner companies wave to show their commitment to embracing differences.
- Most of the modern companies can sell their products **all over the world**, reaching many different groups of people. In order to successfully create, present and sell their products in this global market, companies **need** a diversified workforce.

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Marketplace Trends

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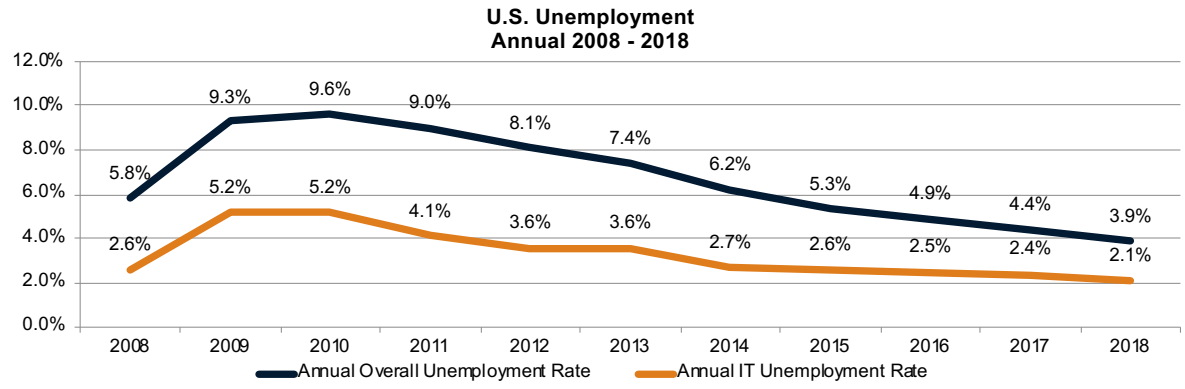
Annual Unemployment Trends

Over the last decade the IT unemployment rate is roughly half the overall unemployment rate in the U.S. and since 2010, the IT talent market has continued to tighten, meaning IT talent is more and more difficult to find.



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Scope of the Labor Market

The IT unemployment rate has been consistently low for the last decade, meaning IT talent is more and more difficult to find.

4.7 million
IT workers

IT Workforce Overall Workforce

UNEMPLOYMENT RATE: Q1'19

- **3.8%** for all occupations
- **2.1%** for IT talent

TEMPORARY WORKERS

10%
of the current total workforce

20%
of the IT workforce

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U.S. Labor Market Overview

Labor force	**160 million**
IT labor force	**4.7 million**
IT Demand (job postings last 12 months)	**3.5 million**
Unemployed IT workers (based on 2.2% unemployment)	**105,000**
Available IT talent (based on frictional unemployment of 2-3%)	**Virtually 0**

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LOCAL SNAPSHOT

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Talent Pool: Chicago, IL

Occupation	Employment
Computer and Information Research Scientists	440
Computer and Information Systems Managers	15,320
Computer Network Architects	4,620
Computer Network Support Specialists	8,230
Computer Occupations, All Other	13,280
Computer Programmers	8,790
Computer Systems Analysts	23,010
Computer User Support Specialists	20,100
Database Administrators	3,020
Information Security Analysts	3,220
Network and Computer Systems Administrators	9,710
Software Developers, Applications	26,860
Software Developers, Systems Software	15,230
Technical Writers	1,100
Web Developers	4,550
Grand Total	**157,480**

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Chicago Market Overview: IT Roles

11,514 Employers Competing

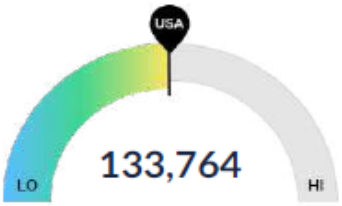
All employers in the region who posted for this job during the last 12 months.

153,947 Unique Job Postings

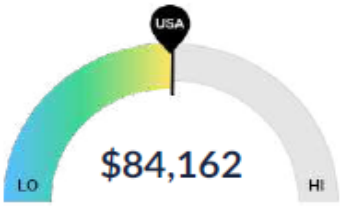
The number of unique postings for this job over the last 12 months.

1 Out of 5 Positions Filled

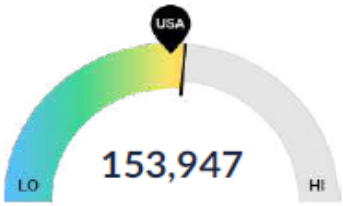
The ratio of estimated hires* to unique postings for this job over the last 12 months.



Job Family Employment



Compensation



Postings Competition

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Chicago Market Overview: End User Support

3,960 Employers Competing

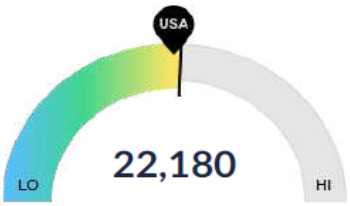
All employers in the region who posted for this job during the last 12 months.

16,444 Unique Job Postings

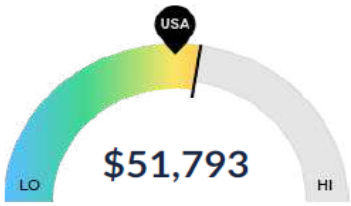
The number of unique postings for this job over the last 12 months.

1 Out of 3 Positions Filled

The ratio of estimated hires* to unique postings for this job over the last 12 months.



Job Family Employment



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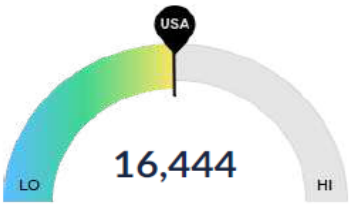

Postings Competition

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Demand For Talent: Chicago, IL

Companies have posted more than **16,000 jobs** for end user support skill sets in the last 12 months. Firms are competing for a variety of IT talent across multiple industry

Company	Demand (job postings last 12 months)	Company	Demand (job postings last 12 months)
Uber Technologies, Inc.	413	Anthem, Inc.	51
IBM	135	Automatic Data Processing, Inc.	46
Comcast Corporation	121	Army National Guard	45
Abbott Laboratories	120	W. W. Grainger, Inc.	43
Sysmex America, Inc.	88	Cdw Corporation	39
Best Buy Co., Inc.	84	Ricoh Corporation	39
Uline, Inc.	78	Fiserv, Inc.	39
Wintrust Financial Corporation	64	The University of Chicago	38
JPMorgan Chase & Co.	60	State of Illinois	37
CVS Health Corporation	57	Ulta Salon, Cosmetics & Fragrance, Inc.	34

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Diversity in IT

Data reflects gender and race breakdowns in Chicago across end user skill sets according to official government sources, including the U.S. Census Bureau, the Bureau of Economic Analysis and the Bureau of Labor Statistics.

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Diversity of End User Support Workers: Chicago, IL

Occupation Demographics Summary (2018)

22,180	7,888	36%
Total Employment	**Diverse Employment**	**Diversity**
		2% above national average

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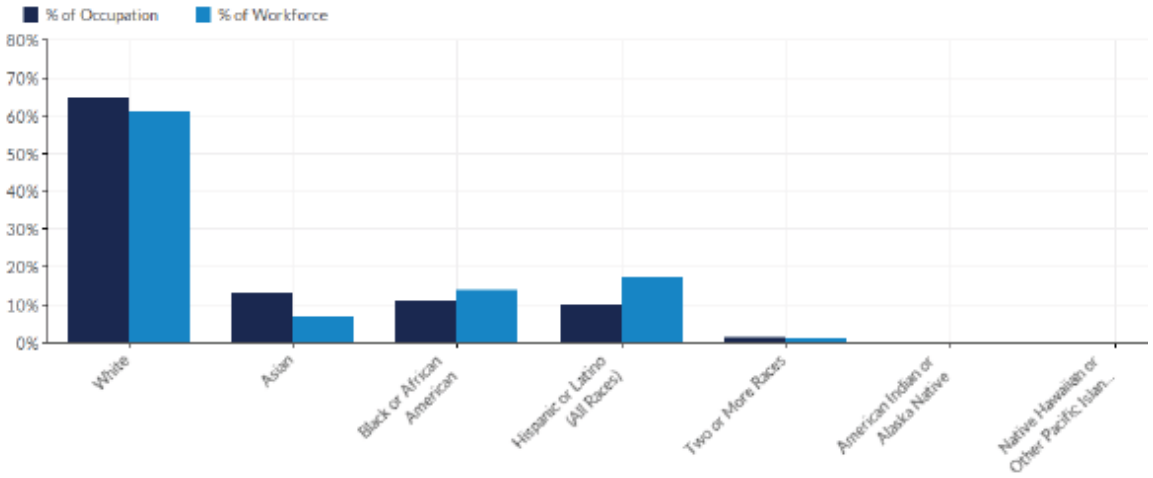
Diversity of End User Support Workers: Chicago, IL



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Age Breakdown of End User Support Workers: Chicago, IL

Occupation Age Breakdown (2018)

Age	Occupation Total	% of Occupation
14-18	62	0.3%
19-24	1,802	8.1%
25-34	6,878	31.0%
35-44	5,708	25.7%
45-54	4,505	20.3%
55-64	2,719	12.3%
65+	505	2.3%

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Gender Breakdown of End User Support Workers: Chicago, IL

Occupation Gender Breakdown (2018)

Gender	Occupation Total	% of Occupation
Males	16,256	73.3%
Females	5,924	26.7%

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Diversity of IT Workers: Chicago, IL

Occupation	Total Employed	Women	Men	Black or African American	Asian	Hispanic or Latino
Computer Systems Analysts	19,831	6,787	13,044	1,697	4,951	1,377
Information Security Analysts	3,345	728	2,617	408	404	296
Computer Programmers	8,971	1,964	7,007	379	2,431	474
Software Developers, Applications	23,800	4,771	19,029	859	9,994	1,039
Software Developers, Systems Software	12,117	2,408	9,710	441	5,006	566
Web Developers	4,485	1,454	3,031	276	623	369
Network and Computer Systems Administrators	10,518	2,066	8,452	919	1,344	954
Computer Network Architects	4,425	641	3,784	377	807	352
Computer User Support Specialists	22,180	5,924	16,256	2,461	2,882	2,207
Computer Occupations, All Other	12,404	3,114	9,290	1,486	2,380	1,020

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TEKsystems D&I in IT today

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	Google	Yahoo	Twitter	Apple	Facebook	TEKsystems	IT Industry
Women	19%	15%	10%	23%	17%	26%	26%
Men	81%	85%	90%	77%	83%	74%	74%
White	57%	35%	58%	55%	48%	57.5%	70%
Black	1%	1%	1%	8%	1%	14.8%	8%
Hispanic	3%	3%	3%	8%	3%	7.2%	9%
Asian	37%	57%	34%	27%	46%	14.1%	12%
2+ Races	2%	1%	2%	2%	2%	0.3%	1%

0.7% American Indian/Alaskan Native & 5.1% Decline to answer

VETS placed in STEM

These numbers represent 15 functional job categories: Systems Managers, Information Research Scientists, Systems Analysts, Security Analysts, Programmers, Application Developers, Systems Developers, DBAs, Network Administrators, Network Architects, End User Supports, Network Supports, Operations Analysts, Statisticians.

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D&I Evolution

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Our D&I strategy has evolved over the years. This represents the major milestones of our progress.

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General Overview of our Programs

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Slide 24

- Newsletters
  - All_In@TEK
  - ERGs@TEK
- Communication Page
  - Families@TEK
    - Maternity Leave Policy
    - Flexible Schedules
    - Paternity Leave Policy
    - Employee Resource Groups
  - Multicultural ERG
  - Women's ERG
  - Pride@TEK
  - Honor@TEK
- Women In Leadership
  - Linkage Leadership
  - Project Teams
- Diversity Councils
  - Executive
  - Corporate
  - IT GS
- Mentorship Programs
  - National Sales
  - Leader to Leader
- Training
  - Win 360
  - Leader training
- Ideas@TEK
- Success@TEK
- Strategic Partnerships
  - WITI, Catalyst, Levo, Linkage

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Workplace diversity statistics

Here are the two most cited statistics related to the benefits of workplace diversity:

- According to McKinsey's research, racially and ethnically diverse companies **outperform** industry norms **by 35%**
- According to a survey conducted by Glassdoor, **67% of job seekers** said a diverse workforce is important when considering job offers and **57% of employees** think their companies should be more diverse.

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Top 10 Benefits of Inclusion and Diversity in the workplace

10 BENEFITS OF WORKPLACE DIVERSITY

- **Variety of Different Perspectives**
- **Increased creativity**
- **Higher innovation**
- **Faster problem-solving**
- **Better decision making**
- **Higher employee engagement**
- **Reduced Employee Turnover**
- **Improved hiring results**
- **Better Company reputation**
- **Increased profits**

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Workplace diversity benefit #1: Variety of different perspectives

Variety of different perspectives

- Diversity in the workplace ensures a variety of **different perspectives**.
- Since diversity in the workplace means that employees will have different **characteristics and backgrounds**, they are also more likely to have a variety of different **skills and experiences.**
- Consequently, employees in a company with higher workplace diversity will have access to a **variety of different perspectives**, which is highly beneficial when it comes to planning and executing a business strategy.

Workplace diversity benefit #2: Increased creativity

Increased creativity

- Diversity in the workplace leads to **increased creativity.**
- People with different **background** tend to have different **experiences** and thus different **perspectives**. Exposure to a variety of **different perspectives and views** leads to higher creativity.
- When you put together people who see the same thing in different ways, you are more likely to get a **melting pot of fresh, new ideas**, thus improving the creativity of your workforce.

Workplace diversity benefit #3: Higher innovation

More innovations

- Diversity in the workplace leads to **higher innovation rate.**
- According to **Josh Bersin research**, inclusive companies are **1.7 times more likely** to be **innovation** leaders in their market.
- In a diverse workplace, employees are exposed to **multiple perspectives and worldview**s. When these various perspectives **combine**, they often come together in **novel** ways, opening doors to **innovation**.

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Workplace diversity benefit #4: Faster problem-solving

Faster problem-solving

- Companies with higher workplace diversity **solve problems faster.**
- **Harvard Business Review** found diverse teams are able to **solve problems faster** than cognitively similar people.
- Employees from diverse backgrounds have different experiences and views, which is why they are able to will **bring diverse solutions** to the table. Thus, the best solution can be chosen **sooner**, which leads to **faster** problem-solving.

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Workplace diversity benefit #5: Better decision making

Better decision-making

- Workplace diversity leads to better decision making results.
- A white paper from online decision-making platform Cloverpop has found a direct link between workplace diversity and decision-making. Researchers found that when diverse teams made a business decision, they outperformed individual decision-makers up to 87% of the time.
- When employees with different background and perspectives come together, they come up with more solutions, which leads to more informed and improved decision-making process and results.

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Workplace diversity benefit #6: Increased profits

Increased profits

- Companies with greater workplace diversity achieve **greater profits.**
- **McKinsey & Company**, a global management consulting firm, conducted **research** which included 180 companies in France, Germany, the United Kingdom, and the United States. They found out that companies with more diverse top teams were also **top financial performers.**
- Companies with diverse workforce make **better decisions faster**, which gives them a **serious advantage** over their competitors. As a result, companies with diversity in the workplace achieve **better business results and reap more profit.**

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Workplace diversity benefit #7: Higher employee engagement

Higher employee engagement

- Workplace diversity leads to **higher employee engagement.**
- **Deloitte** conducted a research which captured the views and experiences of 1,550 employees in three large Australian businesses operating in manufacturing, retail and healthcare. This research showed that **engagement is an outcome of diversity and inclusion.**
- The **link** between workplace diversity and employee engagement is pretty **straightforward** - when employees feel **included**, they are more **engaged**.

Workplace diversity benefit #8: Reduced employee turnover

Reduced employee turnover

- Workplace diversity is beneficial for **employee retention.**
- Companies with diverse workforce are generally more **inclusive** of different individual characteristics and perspectives.
- Diversity and inclusion in the workplace cause all employees to feel **accepted and valued.** When employees feel accepted and valued, they are also **happier** in their workplace and **stay longer** with a company. As a result, companies with greater diversity in the workplace have **lower turnover** rates.

Workplace diversity benefit #9: Better company reputation

Better company reputation

- Workplace diversity boosts the company's **reputation and brand.**
- Companies who are dedicated to building and promoting diversity in the workplace are seen as **good**, more **human** and **socially responsible organizations**.
- Workplace diversity also makes your company look more **interesting**. Finally, if you present a diverse workforce, you will make it easier for many different people to **relate** to your company and your brand, opening doors to **new markets, customers and business partners.**

Workplace diversity benefit #10: Improved hiring results

Improved hiring results

- Workplace diversity leads to **better hiring results.**
- Diversity in the workplace boosts a company's **employer brand** and presents a company as a more **desirable place to work**. Workplace diversity is an **especially** beneficial asset for **attracting** top talent from **diverse talent pools.**
- According to a survey conducted by **Glassdoor**, **67% of job seekers** said a diverse workforce is **important when considering job offers**.

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Improving your company's workplace diversity

- The first step in improving your company's workplace diversity is **hiring more diversified employees.**
- In order to make that happen, you should **make your hiring process more inclusive** and inviting for people with different characteristics.
- Here are **3 actionable advice** you can implement right now to make your hiring process more inclusive:
  - **Recruit from diverse talent pools**
    Recruiting form diverse talent pools will give you access to a greater range of talent.
  - **Diverse panel interview**
    A more diversified recruiting team will be more attentive to diversity issues.
  - **Sensitivity training for interviewers**
    Provide training for your interviewers in order to help them become more aware of workplace diversity issues.

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QUESTIONS?

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THANK YOU

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