

## Diversity Strategies

Today, it is important for companies to hire a wide range of employees from diverse backgrounds. Research revealed that, among 366 companies surveyed, the top-performing companies were also the most diverse (Jain-Link et al., 2020). The Healing Hearts organization is using the research to implement three strategies that will address diversity within the agency

- Ensuring the hiring committee represents diversity and examines bias during the interview process
- Engaging younger employees
- Recognizing bias

The most important strategy is recognizing bias. It is important that each employee in the organization can recognize their personal biases (Heitner et al., 2013). Healing Hearts will have diversity training available, that would help the employees to recognize and control their biases by hiring candidates from all backgrounds. The second strategy is ensuring that the agency's human resource department also represents diversity and will make sure that the organization is representing that as well by who is hired. By having a variety of different cultures, race, religion, ages, professions, and gender; Healing Hearts will be able to bring up some thoughtful subjects and difficult topics that would pertain to a wider variety of people. Healing Hearts will also look for biases during the interview process. Understanding and recognizing the different biases and how bias can lead to bad decision making is important during the interview process because if it is not recognized it can cause the agency to hire poor quality, unqualified or non-diverse backgrounds of people based on the unconscious assumptions which can have detrimental effects on the agency (Martins et al., 2007). Lastly, ensuring diversity in the agency by engaging and recruiting younger employees is also a great for the organization. There will be a program that includes both younger and older employees to engage with each other and share different backgrounds and perspectives and learn more about each other's culture and background. Healing Hearts will also encourage the younger employees to share their ideas because they are the next generation and the agency wants to ensure the attraction of all generations. Both younger and older generations need to feel heard and the all-inclusiveness within the company.