

Developing KPIs Related to Diversity and Inclusion

Key Performance Indicators (KPIs) provide measurable values that demonstrate how effectively the company is achieving key business objectives. They guide decision-making, focus efforts on what's important, facilitate performance management, and help align the activities of individuals and teams with broader strategic goals. This guide can be used to help your team or organisation develop KPIs related to specific Diversity and Inclusion (D&I) initiatives that are being implemented in the organisation, and can also aid in the development of specific D&I initiatives.

The Measure-Perform-Review-Adapt (MPRA) framework outlined in the image below, provides a practical approach for developing and implementing KPIs.

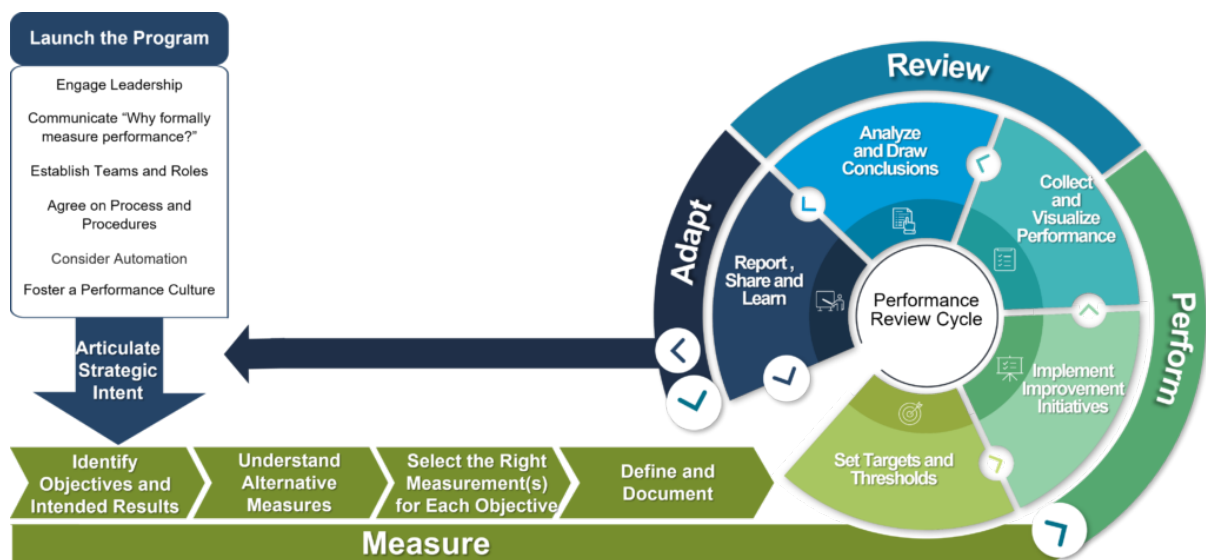


Image Sourced: kpi.org

The examples used below relate to initiatives specifically targeting neurodiverse employees however, the steps can be adapted to suit KPIs related to other underrepresented groups.

1. **Initiate Diversity Program or Initiative:** This is the commencement phase of the diversity and inclusion efforts, setting the foundation for subsequent actions. It is best to focus on one program, rather than diversity and inclusion as a whole practice, to ensure that targeted KPIs can be

developed.

E.g. An example of a specific initiative or program could be aimed at promoting the recruitment of neurodiverse individuals, such as the implementation of a "Neurodiversity at Work" program.

2. Assess:

- a. **Define Diversity Goals and Intent:** Establish the objectives and aspirations for diversity and inclusion within the organisation.

E.g. Your organisation might set an objective to create a workforce where at least 10% of the team comprises neurodiverse individuals, aiming to leverage diverse thinking to drive innovation.

- b. **Identify Diversity Objectives and Desired Outcomes:** Determine specific targets and the results the organisation aims to achieve in diversity and inclusion.

E.g. A specific target could be to hire 20 neurodiverse employees in technology roles by the end of the fiscal year, with the desired outcome of enhancing team creativity and problem-solving capabilities.

- c. **Explore Various Diversity Metrics:** Investigate different methods and metrics to measure diversity and inclusion progress.

E.g. Methods such as employee surveys could be explored to track the representation and experiences of neurodiverse individuals in the workplace.

- d. **Select Appropriate Metrics for Each Diversity Objective:** Choose the most relevant and effective indicators to monitor and assess diversity objectives.

E.g. Relevant metrics might include the percentage of neurodiverse applicants, the retention rate of neurodiverse employees, and qualitative feedback from employee engagement surveys.

3. Review:

- a. **Evaluate and Interpret Data:** Examine the collected diversity metrics and draw meaningful insights.

E.g. Analyse the collected data to determine if hiring practices are attracting neurodiverse talent, and if their retention rates are on par with non-neurodiverse employees, thereby gauging the inclusivity of the workplace.

- b. **Gather and Depict Inclusion Data:** Collect diversity-related data and present it in an accessible and understandable manner.

E.g. Create a dashboard that displays real-time data on neurodiverse hiring and retention rates, along with satisfaction levels and career progression within the company.

4. **Launch Inclusion Enhancement Projects:** Initiate actions and projects aimed at improving diversity and fostering inclusion within the organisation.

E.g. This could involve starting mentorship programs for neurodiverse employees, training sessions for management on neurodiversity, and workshops for teams to understand how to collaborate effectively with neurodiverse colleagues.

5. **Refine:**

- a. **Establish Benchmarks and Standards for Inclusion:** Set clear diversity benchmarks and minimum acceptable standards for inclusion.

E.g. The organisation could benchmark against best practices in the industry for neurodiverse employment and set standards for inclusive job advertisements, interview processes, and workplace accommodations.

- b. **Formalise and Record Inclusion Strategies:** Document the strategies and procedures for promoting diversity and inclusion.

E.g. Document all processes and policies related to neurodiversity hiring and inclusion, including recruitment guidelines, support systems, and accommodation procedures.

- c. Communicate, Share Insights, and Learn: Disseminate information about the diversity initiatives and share knowledge gained to facilitate learning and growth.

E.g. Share the progress and successes of the neurodiversity initiatives internally through newsletters or staff meetings, and externally in corporate social responsibility reports or industry forums, to build a knowledge base and encourage continuous improvement in D&I practices.