

DIVERSITY & INCLUSION

Quarterly Newsletter

Q1FY24 | July 2023

Inclusion and the Employee Experience

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Diverse backgrounds, cultures, and beliefs are key drivers of inclusion. Creating an inclusive environment is a catalyst for a better employee experience (EX)-essentially how someone likes where they work (social, behavioral, organizational), and is directly related to all levels of employee engagement.

When employees feel included and subsequently engaged, they are more likely to drive business transformation and, thus, a better customer experience (CX). It leads to a continuous pipeline of new ideas for the business. Employees are more productive and less likely to leave the organization. In addition, engaged employees become company brand evangelists.

Conversely, a lack of an inclusive environment can stifle the EX and derail employee engagement. As a result, complacency can set in, doing the bare minimum - not my job mentality. It creates a lack of accountability and ownership that can permeate the organization. Innovation and transformation can slow or stop altogether. Key people go quiet or quietly quit. Employees stop evangelizing the brands; worst of all, top employees stop caring, which is a real company cultural problem.

Our continued investment in creating an environment where inclusion, engagement, and positive employee experience can thrive throughout the organization is paramount in sustaining the CPNA business well into the future.

For additional ideas on driving the EX and employee engagement or removing barriers, please reach out to me directly at john.provencal@bluescope.us.



Summertime Recipe: Mexican Street Corn Salad

One of many ways to share your culture is through food. Stella Drivas, a Greek-American culinary sensation, shares one of her popular recipes. She grew up in an immigrant family, and her father owned two Greek diners. Stella's grandmother and mother exposed her to the Greek kitchen from an early age, and she fell in love with the cuisine and hospitality. Her "Love Your Life" motto shows in her delicious Mexican Street Corn Salad!



Servings: 4

Prep Time: 15minutes mins

Cook Time: 10minutes mins

Total Time: 25minutes mins

Ingredients:

Dressing:

- 3 tbs Greek yogurt
- 3 tbs mayo
- 1 large clove garlic, minced
- 1 lime, half zested + fully juiced
- 1/2 tsp chili powder (or Sriracha)
- salt to taste

Salad:

- 4 ears corn
- 2 tbs butter
- 1/2 large bell pepper, fine chop
- 1 small jalapeño, fine chop
- 1/2 cup cotija cheese, crumbled
- 1/4 cup cilantro, chopped

Instructions

•Grill your buttered corn on your BBQ to get those lovely black grill marks and smokey flavor. You can also use frozen corn (that's heated through in some boiling water), roast in the oven or boil the ears. Allow to cool and then slice off the kernels and add to a large bowl.

•In a small bowl, whisk together the Greek yogurt, mayo, garlic, lime juice, zest, chili powder + salt. Taste and adjust if needed. Sometimes I add 1/2 tsp sugar to compliment the spicy.

•Pour this mixture over the shaved corn and mix to combine.

Notes: You can sub in sour cream for the Greek Yogurt.

Leadership Through Inclusion Resource Center



Four Skill Sets of a Braver Leader

Brené Brown, professor and author, shares in a five-minute interview with Jimmy Fallon, late-night television host, what she has learned from her 10-year study on leadership.

As part of her study, which includes participants from across the globe and different industries, Brené asked participants, "What's the future of leadership? Who is going to be leading in five years or ten years? Who will be gone? The answer across all participants was, "We need braver leaders." She asked more questions to understand what being a braver leader meant. It came down to four skill sets. [Click to learn the skill sets of a braver leader.](#)

How can you be a braver inclusive leader in your role at CPNA?