

# Actionable DEI in the Staffing Industry

## Moving the Needle in 2021 with Insight from Industry Leaders and Data from the Field

MODERATED BY:



Eric Gregg

PANELISTS:



DeLibra Wesley



Leslie Vickrey

Dec 2nd, 2020

# About ClearlyRated

## MEASURE & DIAGNOSE

Client, Talent & Employee Satisfaction



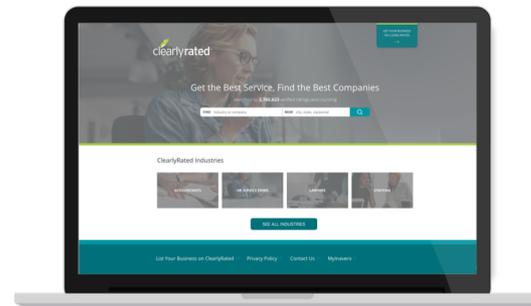
## RETAIN & EXPAND

Existing Accounts



## DIFFERENTIATE & ACQUIRE

New Accounts



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# Why we are here

*"Talent is equally distributed,  
opportunity is not."*

Leila Janah  
Entrepreneur



# Meet today's panelists!



**DeLibra Wesley**  
Chief Operating Officer  
The Delta Companies



**Leslie Vickrey**  
Founder & CEO  
ClearEdge Marketing



# DEI in the Staffing Industry Today

Preliminary

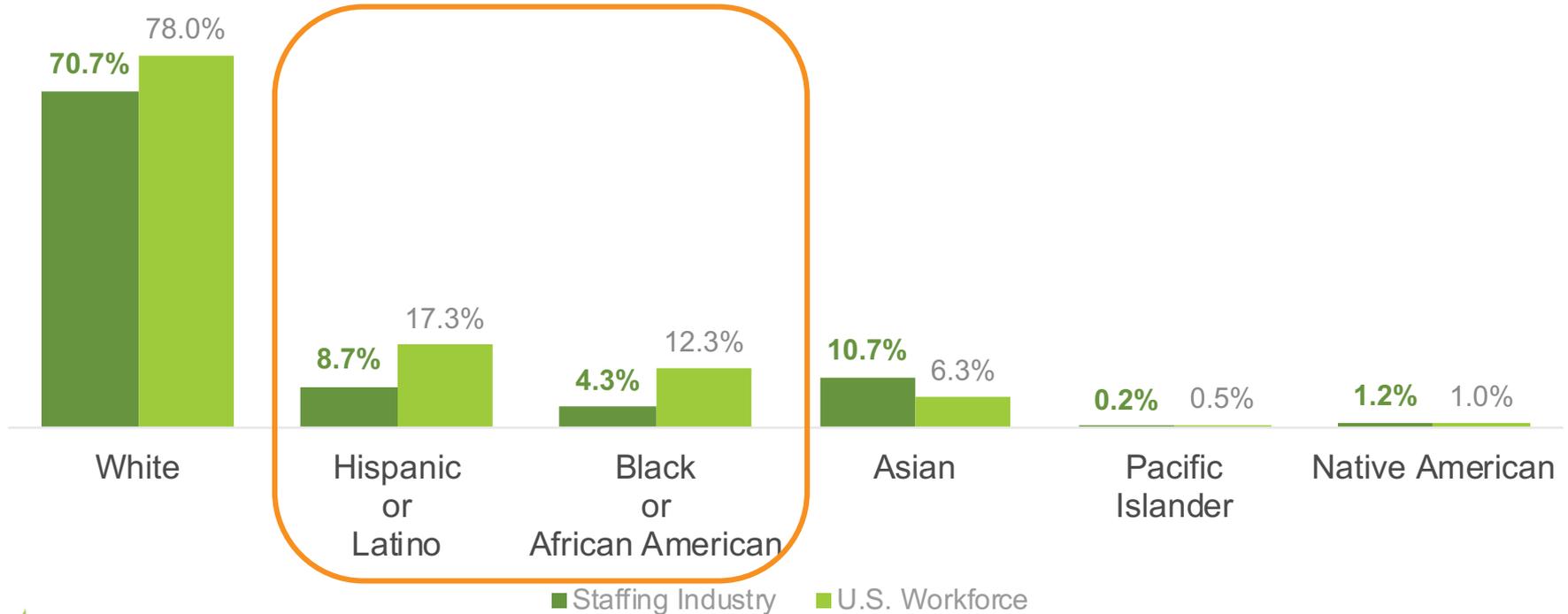
# Best of Staffing Employee Data (to date)



1. 1,825 employees surveyed (so far)
2. 50 staffing firms
3. 54% NPS
4. 1 out of 10 employees are “Detractors”
5. Satisfaction differs significantly by race & gender

Preliminary

# Representation in Staffing

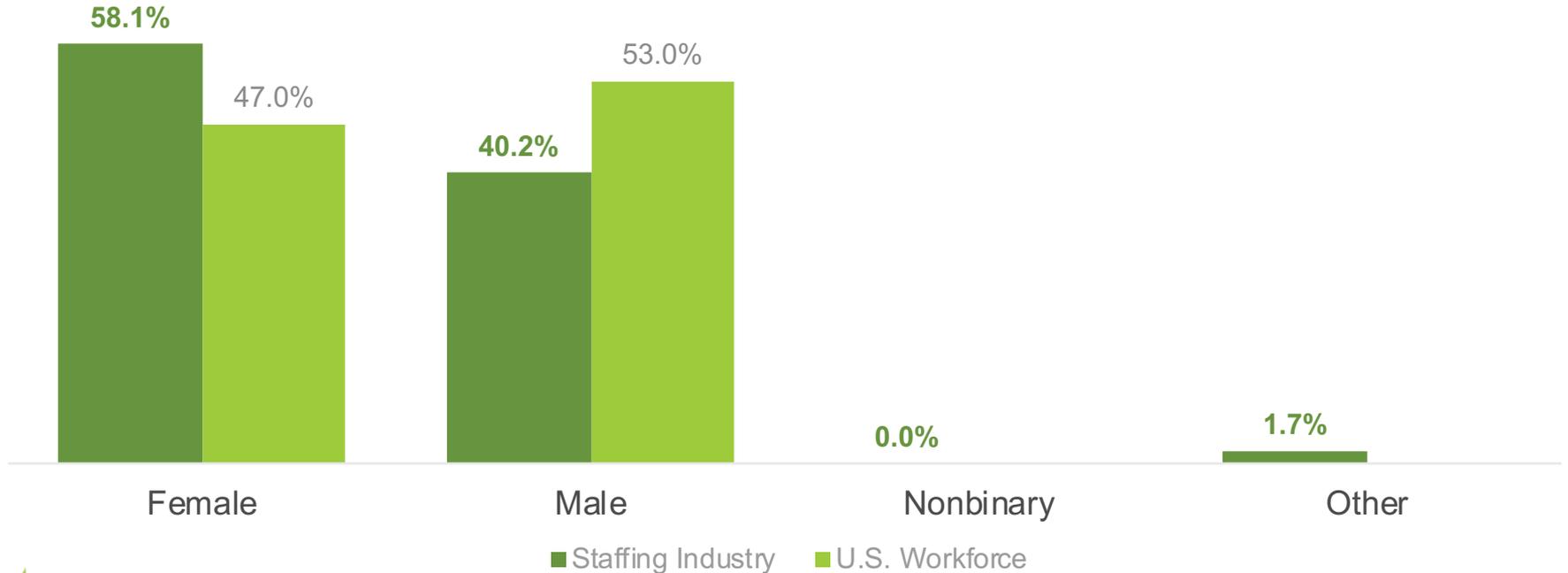


Note: Estimates for the above race groups (White, Black or African American, and Asian) do not sum to totals because data are not presented for all races. People whose ethnicity is identified as Hispanic or Latino may be of any race.

Source: U.S. Bureau of Labor Statistics, Current Population Survey. 2021 Best of Staffing Survey: n=1,825 across 50 firms.

Preliminary

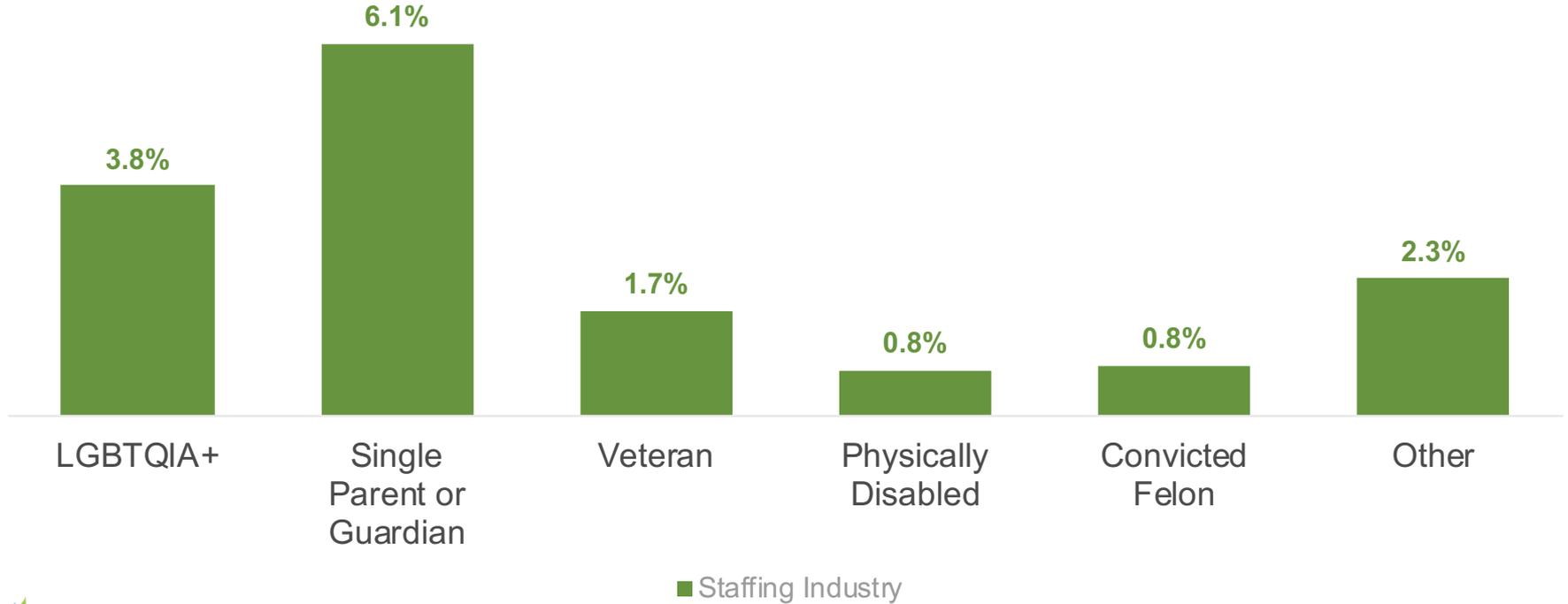
# Representation in Staffing



Source: U.S. Bureau of Labor Statistics, Current Population Survey. 2021 Best of Staffing Survey: n=1,825 across 50 firms.

Preliminary

# Representation in Staffing

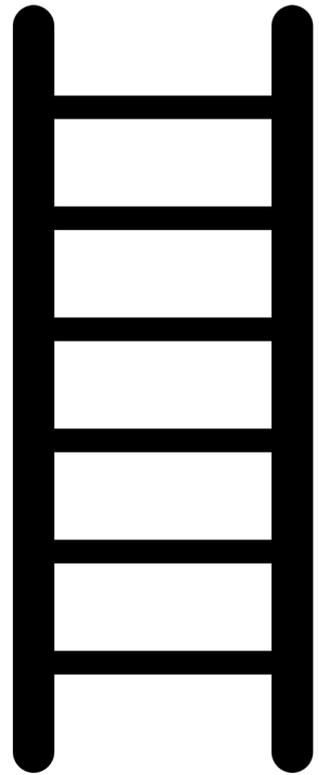


A teal-tinted background image showing several business professionals in a meeting. One person in the center is holding a pen and looking at a document. Another person's hand is visible in the foreground, also looking at a document. The overall scene suggests a collaborative business environment.

# Diversity, Equity & Inclusion in Staffing Recruiting

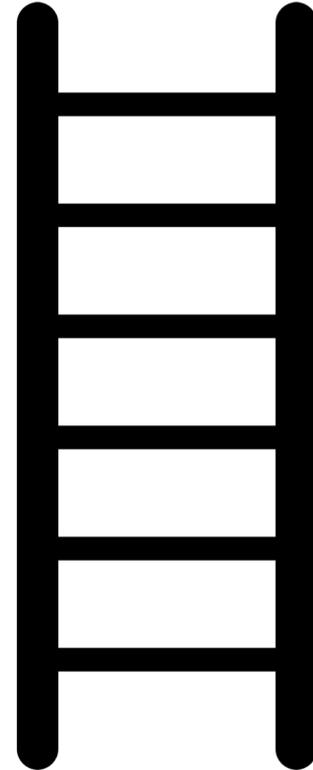
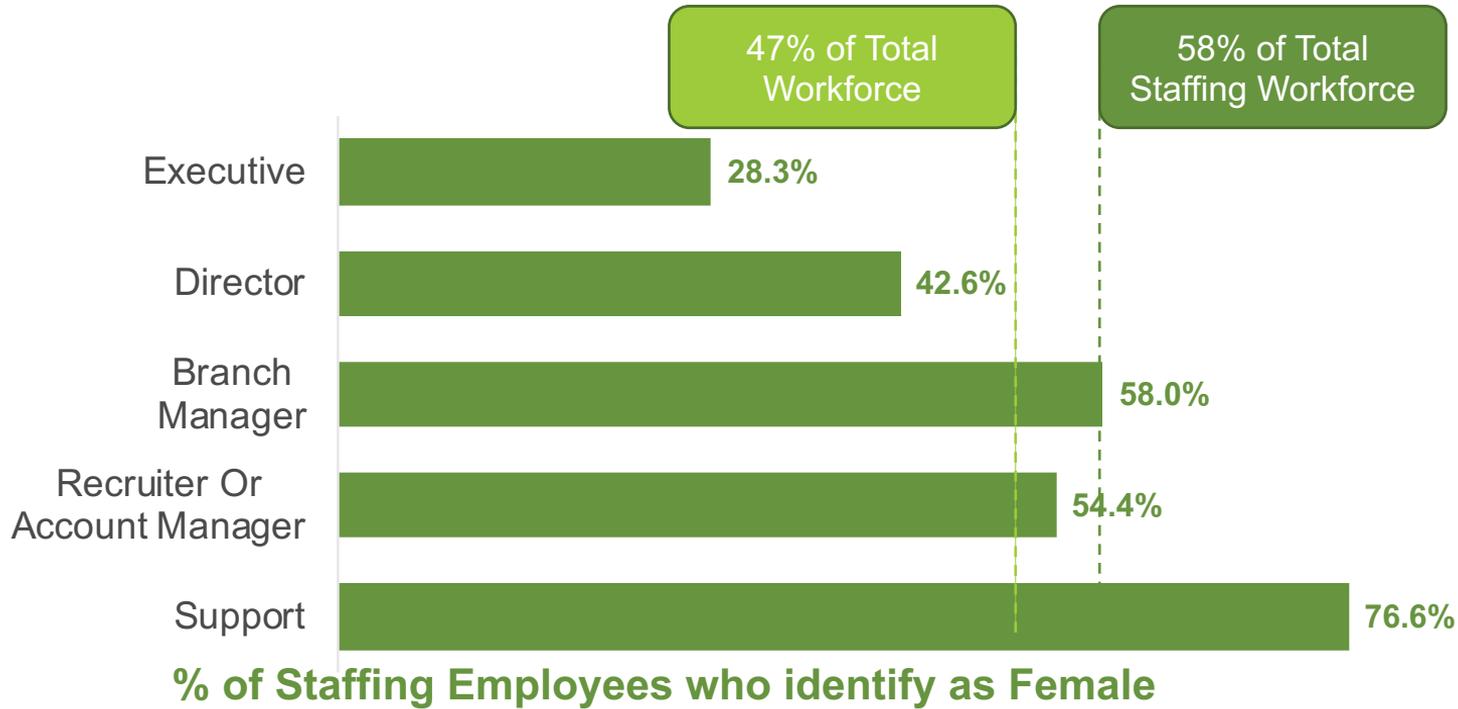
Preliminary

# BIPOC Representation Worsens in Leadership



Preliminary

# Gender Representation Worsens in Leadership





— Discussion —

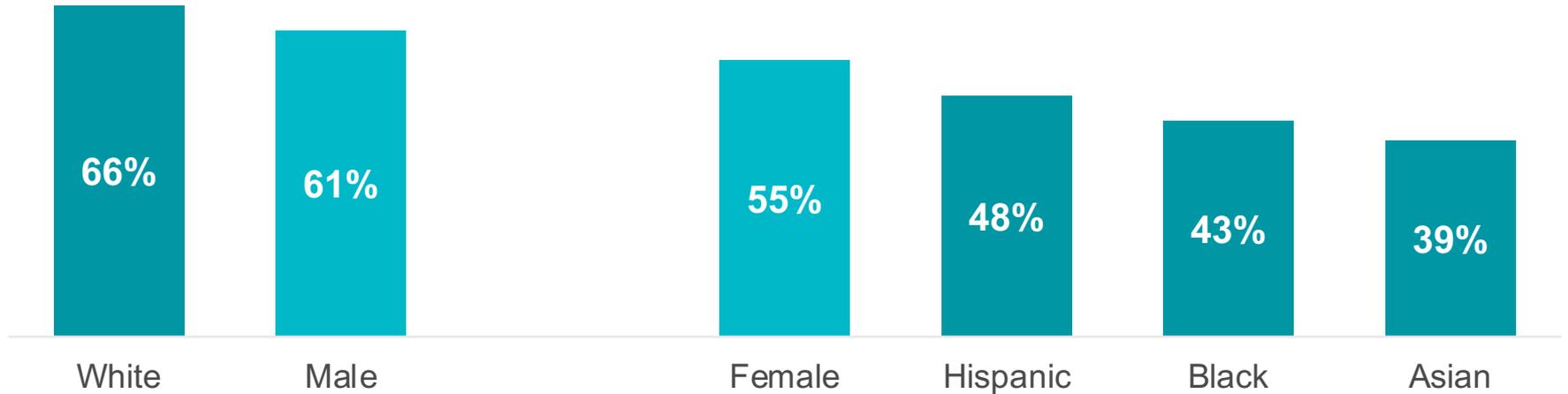
**How are standard recruitment practices contributing to the lack of representation within the industry & how might we bring those figures into closer alignment?**



# Diversity, Equity & Inclusion in Staffing Retention

Preliminary

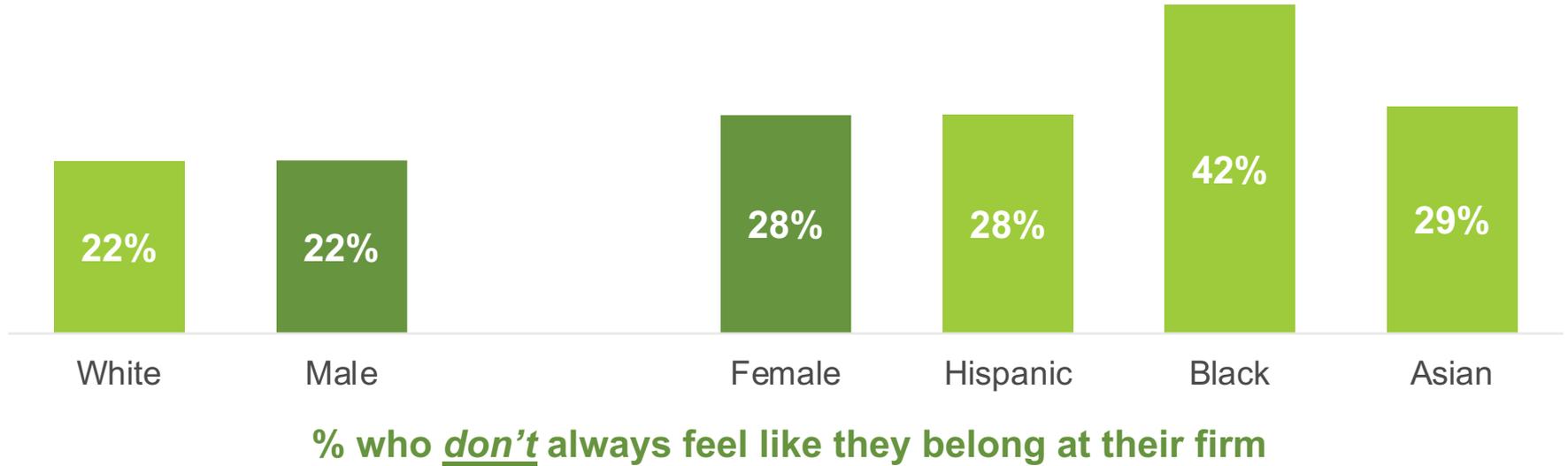
# NPS by Race & Gender



NPS by Race & Gender Identity

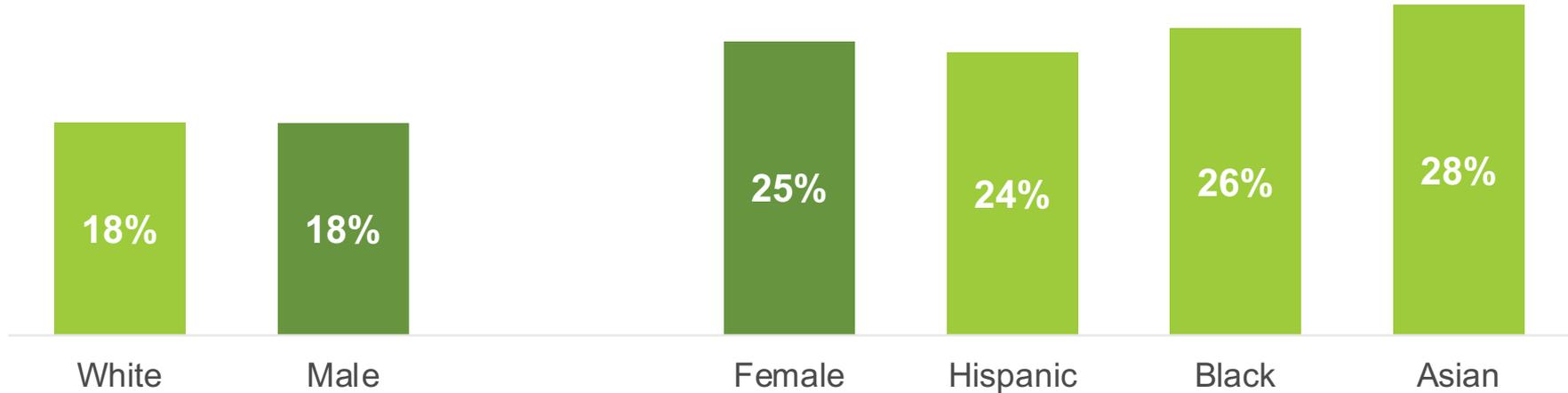
Preliminary

# Sense of Belonging is Not Guaranteed



Preliminary

# Not all Employees Feel Diversity is Supported



% who don't always feel leadership shows diversity is important through their actions.



— Discussion —

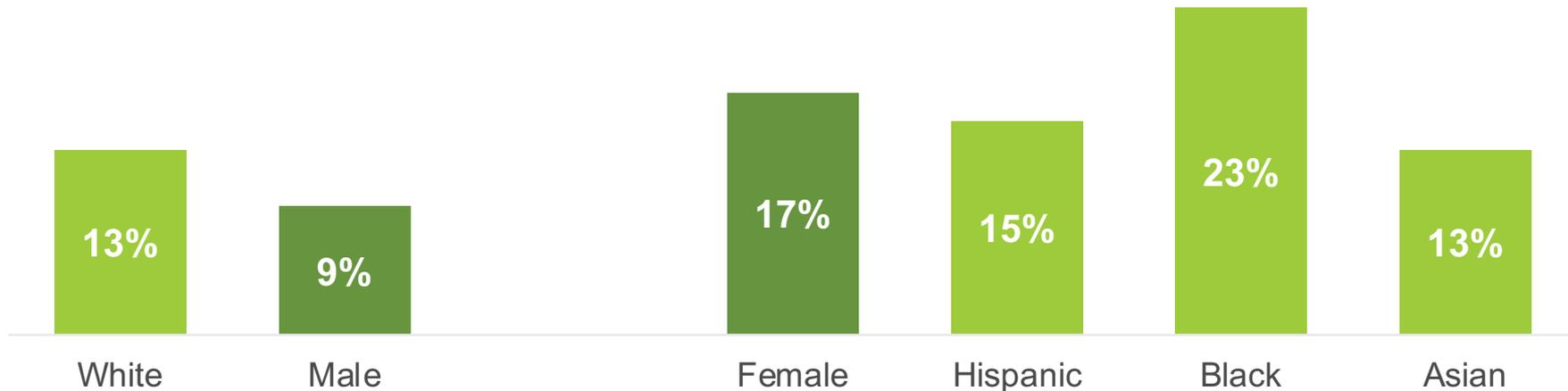
**How do you approach the challenge of shifting firm culture and/or an employee's sense of belonging within a firm?**

A teal-tinted background image showing several business professionals in a meeting. One person in the center is holding a pen and looking at a document. Another person's hand is visible in the foreground, also looking at a document. The overall scene is professional and collaborative.

# Diversity, Equity & Inclusion in Staffing Advancement

Preliminary

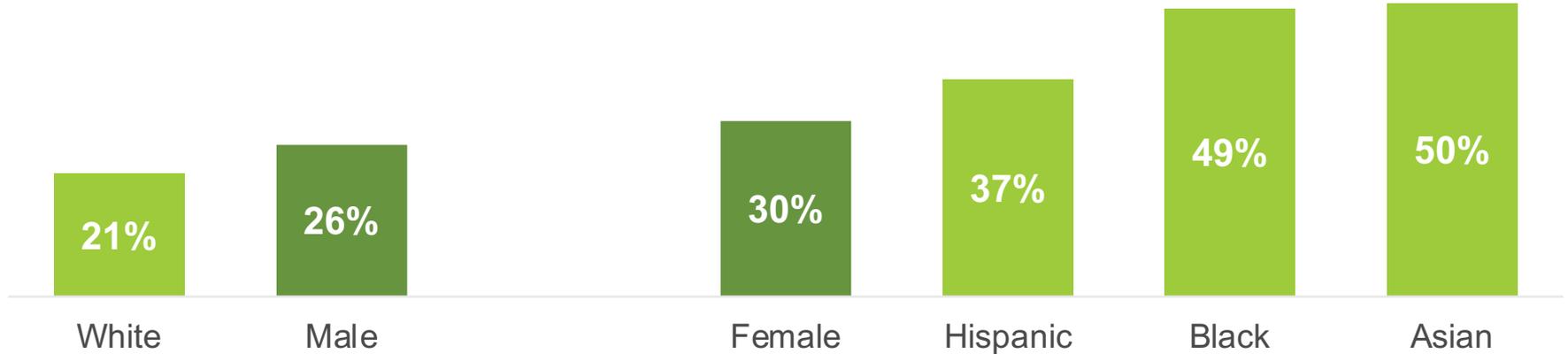
# Opportunities for Advancement Aren't Universal



% who don't feel like there are opportunities for advancement in their current firm.

Preliminary

# Compensation Fairness Perceptions Differ



% who don't feel they are paid fairly compared to others who do similar work.



— Discussion —

**What institutional barriers to advancement do women and BIPOC have to grapple with that we might not always be seeing?**

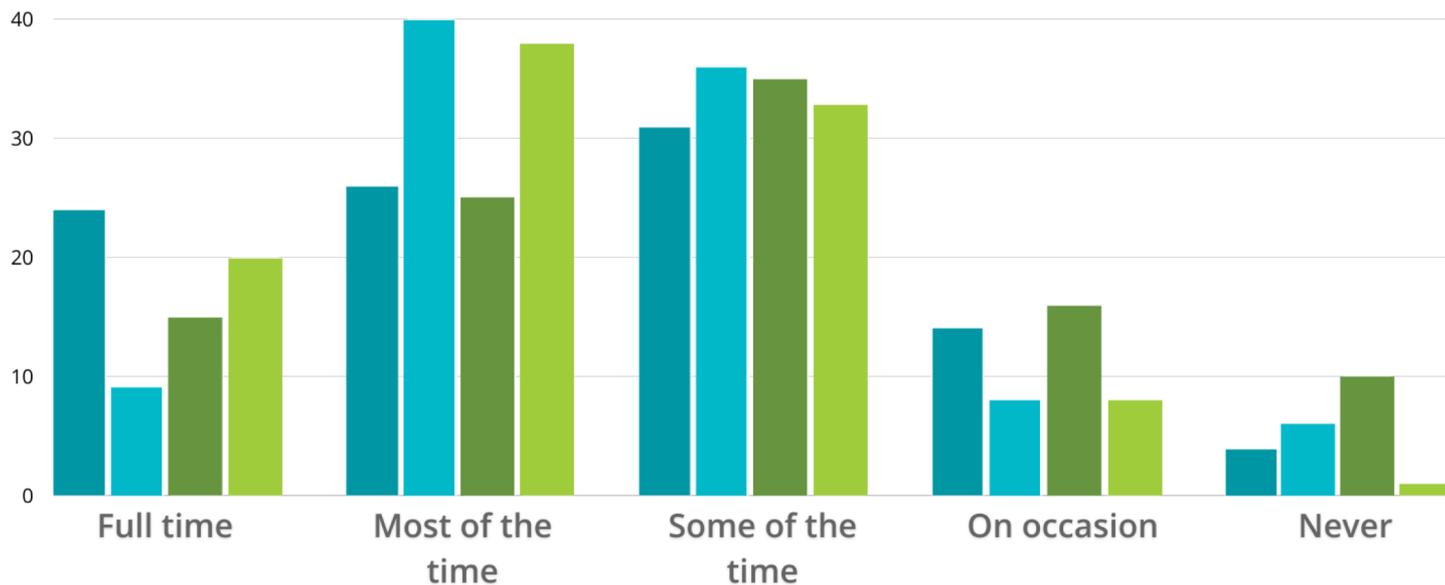
A teal-tinted background image showing several business professionals in a meeting. One person in the center is holding a pen and looking at a document. Another person to the right is also looking at a document. The overall scene is a professional office environment.

# Diversity, Equity & Inclusion in Staffing Impact of Covid-19

# Some COVID-19 Changes Could Benefit Diversity

## Desire for Remote Work by Race and Gender

If given the option, I would like to work remotely...





— Discussion —

**From your perspective, what impact has COVID-19 had on DEI in Staffing?**



# Diversity, Equity & Inclusion in Staffing Conclusion

# Takeaway 1

**It's not about achieving perfect parity in quotas, it's about working to make the people you have feel the same**

## Takeaway 2

**Deep organizational changes take time, but you have to take action in the meantime**

# Takeaway 3

**You have to look back to look forward**

# Questions?



Eric Gregg



DeLibra Wesley



Leslie Vickrey