

4. Consistency

Mature the DEI model to improve the consistency of desired outcomes by strengthening policies and procedures, utilizing technology, and enhancing training.

4.1 Inclusive Environment. Foster a work environment without barriers to opportunity, where all employees feel welcomed, valued, respected, and engaged, and can effectively participate and bring their unique talents, skills, and perspectives.

- a. Develop and implement a program to conduct regular internal audits of regional, field, and headquarters offices to identify EEO program deficiencies and evaluate barrier analysis efforts as recommended by the Equal Employment Opportunity Commission (EEOC).
- b. Update telework, work-in-place, and remote work policies to better support inclusion by increasing, as appropriate, flexibilities available to meet employee needs.
- c. Expand the Anti-Harassment Program directive to include guidance for reporting issues to appropriate FDIC offices and other authorities if an employee experiences issues while interacting with external stakeholders on official duty.
- d. Enhance current assessment tools (e.g., exit surveys) to measure attrition, identify reasons for attrition, and address barriers to equal employment opportunities.
- e. Update the Anti-Harassment Program directive to require investigation of harassment complaints to commence within 10 days, and corrective action be taken within 60 days, of receipt of the complaint.

4.2 Technology Enhancements. Apply technology solutions to improve the efficiency and effectiveness of DEI efforts.

- a. Implement online assessments to mitigate the potential for discrimination or bias in entry-level examiner hiring.

- b. Implement a voluntary internal survey mechanism for gender identity, sexual orientation, and other key identifiers to provide a full picture of diversity in our workforce.
- c. Develop and implement a comprehensive reasonable accommodation information system to improve the efficiency and effectiveness of processing requests and compiling data.

4.3 Training Plan. Promote workshops and learning sessions designed to increase cultural competencies and skills in promoting equal opportunity.

- a. Conduct empathy-based training for all managers and employees.
- b. Train selecting officials, interviewers, and Subject Matter Experts (SMEs) on ensuring consistency in the hiring process, including requirements of the Americans with Disabilities Act of 1990, the Rehabilitation Act of 1973, and Title VII of the Civil Rights Act of 1964.
- c. Provide toolkits and other educational and learning opportunities for hiring officials regarding use of special hiring authorities for persons with disabilities.
- d. Conduct mock interviews for both hiring officials and employees with disabilities to increase comfort with, and the effectiveness of, the hiring process.