

Hiring and Keeping the Best: Creating Effective Talent Acquisition and Retention Processes

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Brett Sheats

National Project Director
Employer Assistance and Resource
Network on Disability Inclusion
(EARN)

Employer Assistance and Resource Network on Disability Inclusion (EARN)

- A no-cost resource for employers seeking to proactively recruit, hire, retain and advance qualified employees with disabilities
 - Access trainings, webinars and numerous publications
- Funded through a cooperative agreement with the U.S. Department of Labor's Office of Disability Employment Policy
- Collaborative of multiple partners with expertise in technical assistance, training and research
- Visit website at <http://AskEARN.org>

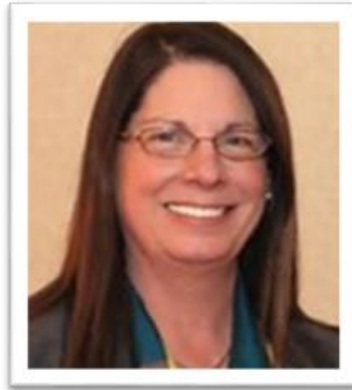
Housekeeping

- For audio call: **415-655-0045**
 - Access code: **667 001 386#**
- Contact WebEx tech support at 1-866-229-3239
- Download slides at [AskEARN.org](https://www.AskEARN.org)
- An archived recording of the webinar will be posted to [AskEARN.org](https://www.AskEARN.org) within the week
- Submit questions via Q&A window or via [@AskEARN](https://twitter.com/AskEARN)
- Having trouble posting to the Q&A window? Email AskEARN@viscardicenter.org
- Tweet using [#AskEARN](https://twitter.com/AskEARN)
- Live captioning is located at the bottom right of the screen
- Receive 1.0 general recertification credit hours through the HR Certification Institute (HRCI) and the Society for Human Resource Management (SHRM) (via email following the event)



On a scale of one to five, how would you rate your understanding of strategies for retaining and advancing workers with disabilities?

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The Honorable Katherine McCary
Temporary Policy Advisor, Employer Policy Team
U.S. Department of Labor Office of Disability
Employment Policy (ODEP)

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Tom Downs
Senior Manager
Diversity Talent Acquisition
Capital One



Tamara Burks
Disability Talent Acquisition
PwC

Inclusion@Work: A Framework for Building a Disability-Inclusive Organization



Corporate Philosophy

Capital One's Founder and CEO, Richard D. Fairbank

"We started Capital One with a simple principle—attract great talent and give them the opportunity to be great. We have embedded diversity throughout our talent acquisition, talent management and supplier practices, and our efforts have been recognized."

PwC D&I Ability Reveals Itself

"At PwC, we believe attracting, retaining and developing talented, diverse professionals—including individuals with disabilities—is a business imperative to spur innovation, drive growth and sustain competitive advantage in the marketplace."

What tools or methods does your organization use to measure the success of your disability inclusion efforts?

Training

How are your recruiters trained in disability etiquette, language, accommodations, etc.?

Job Fairs

What job fairs do you attend that support outreach to talent with disabilities?

Process

What is the process to request/receive a reasonable accommodation?

Funding

How are accommodations funded?

Nonprofit Community Outreach

How are each of you involved with these nonprofit organizations?

- National Organization on Disability (NOD)
- US Business Leadership Network (USBLN)

What other community partners are you involved with?

Self-ID

As federal contractors, under revisions of Section 503 of the Rehabilitation Act of 1973, you are required to ask candidates and employees to voluntarily self-identify (self-ID).

What tactics have worked to increase your self-ID numbers?

Employee Resource Groups (ERG)

How does your ERG/BRG support talent acquisition and retention?

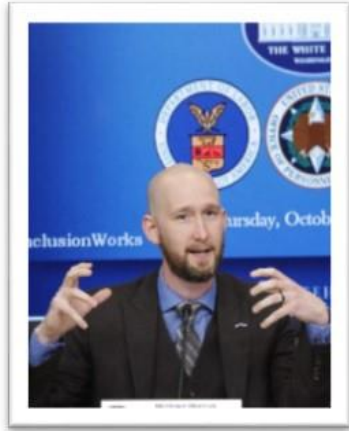
I understand that the PwC internship program includes a subset for mentoring interns with disabilities. Can you describe how this developed and how it works?

What can each of you share from your perspectives regarding development and advancement of talent with disabilities?

How do you support retention and promotion?

What additional resources would you recommend?

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Michael Murray

Director, Employer Policy Team
U.S. Department of Labor Office of
Disability Employment Policy (ODEP)



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National Project Director
Employer Assistance and Resource Network on
Disability Inclusion (EARN)

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Dr. Vu Pham
Chair, Elevate
A Partnership of UC San Diego, UC
Riverside, California State Fullerton and
Spectrum Knowledge

The ERG Economy

- Your book, "The ERG Economy," shifts the paradigm for ERGs. Can you talk about what you mean by the "ERG Economy"?

- Thank you for sharing a practical example of how to apply ERG economic thinking. Can we discuss the ERG Merit Matrix that you've agreed to share with the audience?

ERG Merit Matrix Continued

First, review the following ERG metrics below and prioritize them from 1-8 (1 being the least highly valued and 8 being the most highly valued). **Only use each number once.** Then, compare your ratings to the suggested ratings by executives on the next page.

Metric	Your Rating	Exec Rating
Leverage Identity to Help Company Win New Business e.g. Open new market, support global request for proposal (RFP), capture grants and contracts		
Support Company Initiatives e.g. Innovation, quality, acclimating new hires		
Talent Acquisition, Recruitment e.g. Partner on a redeployment fair, host/support recruiting events and diversity conferences, refer candidates in critical fields		
Employee Development e.g. Host developmental series, assimilation and mentoring initiatives, send members to national conferences to learn industry success practices		
Major Cultural Events e.g. Black History Month, Women's History Month, Hispanic Heritage Month, Lunar New Year		
Community Outreach e.g. K-12 Science, Technology, Engineering and Math (STEM) activities, Habitat for Humanity		
ERG Board Meeting		
Social Hour Mixer Without Executive Sponsors e.g. Happy hour		
Add Your Own:		

- Disability ERGs inherently have a challenge building numbers of participants, as this is a population that may avoid disclosure. How do these ERGs become effective with this challenge?

Resources

- Employer Assistance and Resource Network on Disability Inclusion (EARN): <http://www.AskEARN.org>
- Job Accommodation Network (JAN): <https://AskJAN.org/>
- U.S. Department of Labor, Office of Disability Employment Policy (ODEP): <https://www.DOL.gov/ODEP>

Contact Information

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- **Dr. Vu Pham**

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Audience Questions





On a scale of one to five, how would you rate your understanding of strategies for retaining and advancing workers with disabilities?

Thank You!

Visit us at [AskEARN.org](https://www.AskEARN.org)

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