

FEIAA

EXECUTIVE FORUM 2010

A CONVERSATION WITH JOHN M. ROBINSON

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The Fault in Us/ Lions and Gazelles

“The fault, dear Brutus, is not in our stars,
But in ourselves ...”

Shakespeare, Julius Caesar

In the morning on the plains of Serengeti...

U.S Department of State

- Founded on September 15, 1789
- Four types of employees
 - Civil Service
 - Foreign Service
 - Locally Employed Staff
 - Political Appointees
- 178 Embassies, 86 Consulates, 9 Missions
- 201 Countries
- Diversity Governance Council
- 11 Affinity Groups
- Characteristics
 - Traditional, Transient, Multi-Generational, Self-confident, Educated

| FY 07 | American Indian | Asian | Black | Hispanic | White | Unspec | Total |
|-------|-----------------|-------|-------|----------|-------|--------|-------|
| CS # | 28 | 465 | 2570 | 423 | 5710 | 128 | 8784 |
| CS % | 0.32 | 5.30 | 29.26 | 4.82 | 59 | 1.46 | 100 |
| FS # | 39 | 645 | 783 | 611 | 9386 | 2 | 11466 |
| FS % | 0.34 | 5.60 | 6.83 | 5.33 | 81.86 | 0.02 | 100 |

Total Workforce : 20,250

Affinity Groups

- **Asian American Foreign Affairs Association (AAFAA)**
- **Carl T. Rowan Chapter of Blacks in Government (CTRBIG)**
- **Disability Action Group (DAG)**
- **Executive Women at State (EW@S)**
- **Foreign Affairs Chapter of Blacks in Government (FACBIG)**
- **Gays and Lesbians in Foreign Affairs Agencies (GLIFAA)**
- **Hispanic Employees Council of Foreign Affairs Agencies (HECFAA)**
- **Presidential Management Fellowship Advisory Council (PMFAC)**
- **Returned Peace Corps Volunteers at State (RPCV)**
- **South Asian-American Employee Association (SAAEA)**
- **Thursday Luncheon Group (TLG)**
- **Young Professionals Society (YPro)**

Innovation in EEO

- Diversity Quarterly Speaker Series
- Leadership Liaison
- Reverse Mentoring
- Disability Leadership Committee
- Diversity Governance Council

State Magazine Articles

- Transgender Issues at the Department of State
- Briefing Diversity to Bureaus
- Inclusion Done Right
- Valuing Religious Tolerance
- Debunking Common Myths about S/OCR
- 'It Was Just a Joke': Understanding Harassment in the Workplace
- Reprisal and Retaliation
- Celebrating Intergenerational Diversity
- The Cost of Conflict
- Bullying: The “B” Word That Won’t Go Away
- Department Uses Alternative Dispute Resolution
- Department’s Hidden Treasure: Employee Affinity Groups
- An Equal Employment Opportunity Complaint Against Me? You’ve Got To Be Kidding!
- The Role of Equal Employment Opportunity Counselors
- The Business Case for Diversity
- Diversity Makes for a Vibrant Workplace

Leadership Styles

- IRS: Make the business case, RRA '98
- ODNI: Leadership at the Top

Leadership at the Top

- Visible - Without the usual suspects
- Specific - Your workforce
- Personal - Face to face, Your Story
- Persistent - Routine
- Intentional - “I want this to happen”.

Customer Service

□ Inhibitions to Customer Service

- ▣ History
- ▣ Measurement
- ▣ Professional victimship
- ▣ Cursus honorum
- ▣ Permission

□ Benefits

- ▣ Self determination
- ▣ Skill building
- ▣ Continual learning
- ▣ Morale
- ▣ Activism

RATER Principles (Zemke)

- Reliability
- Assurance
- Tangibles
- Empathy
- Responsiveness

References

- Contented Cows Give Better Milk, Catlette and Hadden
- If I'm in Charge, Why is Everybody Laughing? Campbell
- Turned On, Dow and Cook
- Delivering Knock Your Socks Off Service, Zemke



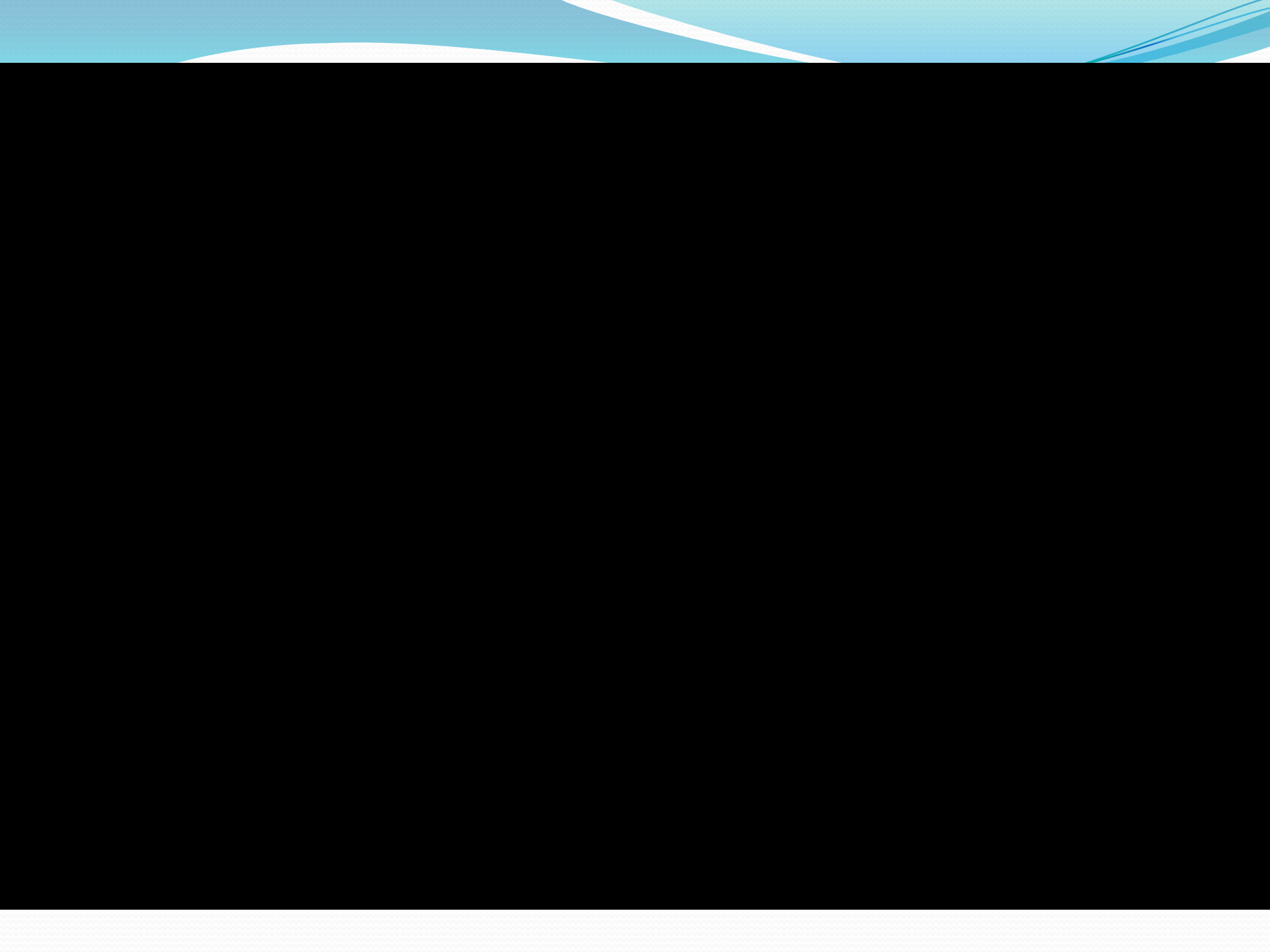
EXERCISE: DIVERSITY DAY

Welcome to Diversity. This day is important because...



SPEAK IN YOUR OWN VOICE

REMEMBER A SITUATION, EVENT, OR SCENARIO WHERE YOU WITNESSED, OR BETTER STILL HAD TO LIVE OUT YOUR COMMITMENT TO THE PRINCIPLES OF EQUITY, FAIRNESS, AND INCLUSION – PARTICULARLY IF IT INVOLVED RACE, GENDER, AGE, SEXUAL ORIENTATION OR DISABILITY. HOW DID YOU EXPRESS YOURSELF, SPEAK TRUTH TO POWER, OR DEFEND THE RIGHTS OF SOMEONE WHO LOOKED DIFFERENT FROM YOU?





CONCLUSION

IT WAS A DARK AND STORMY
NIGHT...

THANK YOU AND GOOD LUCK

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