

# L&OD Highlights

April – September 2021



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## The little things matter in

### Diversity, Equity & Inclusion (DEI) work

DEI concepts are easy to train on, but harder to put into practice. In our ever changing, bustling world of work, leaders are taxed with delivering optimal results and still creating a space where people want to contribute their time, talent, energy, creativity, and so much of themselves. Micro-experiences have a big impact on the big picture of DEI. As an ally, it is your role to help create and sustain seemingly small everyday experiences of inclusion.

#### **Do not rely on others to educate you.**

If you can Google search for something and find a reputable resource, then you should do your own homework first before engaging people that are already under-represented and often experience the adversity of diversity. This can be somewhat confusing for allies in training. At the beginning of the ally journey, we don't know what we don't know. But we have to be careful not to place the burden of our own lack of education on the people that are already burdened by the systems that keep their voices suppressed.

Learning is a key part of that journey. Education on diversity, equity, and inclusion has a high correlation to lower discrimination and higher inclusion. Oftentimes, we have to unlearn things we thought to be true based on our non-inclusive upbringings, education, and the systems that reinforce patriarchy and white supremacy.

Embody allyship and resourcefulness by holding yourself accountable for learning and continued learning. It is not a one and done, check the box activity, this is a lifelong commitment.

#### **Stay curious a little longer.**

Change starts with individual leaders' taking responsibility for their own attitudes and behaviors. For too long, leaders from majority groups have helped preserve the status quo, which favors them, by relegating diversity, equity, and inclusion (DEI) efforts to human resources instead of using their own power to effect change.



## **L&OD Team Accomplishments April – September**

**Passport Program won a 2021  
NACo Achievement Award**

**Met Annual goal of increasing ESP  
applications by 20% within first 6  
months of 2021**

**Implemented the County's first  
Public Service Rotational  
Internship Program**

**HR received an Educational  
Impact Award from the University  
of Redlands**

**Victoria awarded with the  
Educational Champion award by  
University of Redlands**

**Held department-specific virtual  
Career Fairs and Mass  
Interviewing Events in Adobe  
Connect**

**Completed Countywide  
Professional Development Survey**

**Implemented monthly Lunch &  
Learns**

**Launched 7 new courses,  
including Naloxone, HR Privacy &  
Confidentiality, and 5 Flood  
courses.**

**Hosted a Passport Program  
Traveler, Mary Miller**

Being adaptive to the change necessary for DEI to work requires us to stay in a curious mindset. Oftentimes our brain likes to cement what it thinks we already know (also known as confirmation bias) and it's hard to unlearn and learn new information especially if it's contradictory to what we already think we know. For those that may be familiar with the myth of meritocracy that's very ingrained in society as a whole, it can be hard to understand that people different from us may not have had the same chances. This could be based on their skin color or gender identity or disability. They may have had a harder road because of their diverse identities.

Instead of judging others that are different from ourselves, perhaps it's best to be curious about the lived experiences of others instead. Consider the flip it to test it tool. If someone says something or does something that might be different based on someone's identity, perhaps bias is at play. A perfect example of this might be assessing someone's potential based on their gender. Saying something like "he's a go-getter he'll be a great fit here" or "I'm not sure if she has enough experience let's see if she can do that again." Flip the script. Would we say the same thing if someone's gender identity was different? If not, you might be okay. If so, maybe there's some curiosity work to do.

### **Start small.**

The small acts of inclusion matter to people most marginalized. That means keeping your ally radar up. Listening for things that are inclusive are inclusive. Recognizing and rewarding inclusive behavior and holding people accountable for exclusive behavior is important. Here's some examples:

- A woman or person of color is interrupted in a meeting. An Ally might say "let's go back to what she was saying."
- A person with a diverse background shares an idea and it is not welcomed by the team. A few minutes later someone in the majority group shares the very same idea and it is suddenly validated. An ally might say "I think she made that point earlier, can she elaborate?"
- Someone with a diverse identity is not invited to the meeting. An ally might say "what perspective are we missing here?"

It is truly these small yet intentional acts of inclusion that signal to others how we want to be treated and how we behave as a team. The small acts over time lead to cultural transformation and a true path to inclusion. Everyone can lead from where they're at despite their job role or position. We all have a voice and can lead from where we are at.

If you liked this article, check out the Diversity Pivot Podcast for entertaining stories about inclusive leadership.



## ... L&OD Accomplishments Continued

Created a Course Development Agreement and Communication Plan for clients

Updated and re-launched ADA/FEHA course

Curated Skillsoft Learning Journey content for various departments

Launched new Management Academy featuring revised curriculum with 70/20/10 Model

Completed 2 Supervisory Academies and 1 Professional Assistants Academy

Achieved a 100% fill rate for all Learning Journey Academies

Facilitated 4 team-building sessions for departments, based on Clifton Strengths

Increased Jhana Learning Library utilization by 98% from previous quarters due to direct outreach and new lunch and learn events

Implemented Customer Experience survey for the Learning Management System (LMS)

## Join us and be an Ally!

### TO BE AN ALLY IS TO...

1. Take on the struggle as your own.
2. Transfer the benefits of your privilege to those who lack it.
3. Amplify voices of the oppressed before your own.
4. Acknowledge that even though you feel pain, the conversation is not about you.
5. Stand up, even when you feel scared.
6. Own your mistakes and de-center yourself.
7. Understand that your education is up to you and no one else.

### THE DOs

- **Do** be open to listening.
- **Do** be aware of your implicit biases.
- **Do** your research to learn more about the history of the struggle in which you are participating.
- **Do** the inner work to figure out a way to acknowledge how you participate in oppressive systems.
- **Do** the outer work and figure out how to change the oppressive systems.
- **Do** use your privilege to amplify (digitally and in-person) historically suppressed voices.
- **Do** learn how to *listen* and accept criticism with grace, even if it's uncomfortable.
- **Do** the work every day to learn how to be a better ally.

### THE DON'Ts

- **Do not** expect to be taught or shown. Take it upon yourself to use the tools around you to learn and answer your questions.
- **Do not** participate for the gold medal in the "Oppression Olympics" (you don't need to compare how your struggle is "just as bad as" a marginalized person's).
- **Do not** behave as though you know best.
- **Do not** take credit for the labor of those who are marginalized and did the work before you stepped into the picture.
- **Do not** assume that every member of an underinvested community feels oppressed.

DEI trainings and content are available in [Skillsoft Online](#).

You can also find specific trainings on Allyship for leaders and employees in Skillsoft Online: [Leaders Click Here!](#) [Employees Click Here!](#)

Article from Next Pivot Point by Julie Kratz <https://nextpivotpoint.com/dei-is-about-meaningful-micro-experiences/>





**COMING  
SOON!**

1. EQ for Teams Workshop
2. New Performance Management System
3. Upgrade to new Skillsoft platform with full LMS integration resulting in easier access to free learning library



**skillsoft**

**Skillsoft Online** is free and available to all County employees! It offers a comprehensive, searchable learning platform, which includes online courses & videos, online & audio books, job aids, test prep, case studies, and much more. Some topics of interest are IT- Microsoft Office, leadership, mentoring, coaching, customer service, strategy & metrics, change management, as well as many types of certifications. [Click here](#) to access Skillsoft Online and start your learning adventure today!

## COR Learning Highlights

Number of live, one-on-one Leadership/Management Coaching sessions: **66**

Number of live, virtual Academy & Professional Development classes: **36**

New courses introduced: iLoveFeedback, Clifton Strengths, MBTI Workshops, Fiscal Fundamentals (Management Learning Journey) and **coming soon . . . EQ for Teams!**

Upcoming Live, Virtual Classes:

October: iLoveFeedback, Crucial Conversations, Writing Advantage

November: Introduction to Clifton Strengths

December: Crucial Accountability, 7 Habits Foundations

## Performance Management and EPM

The County of Riverside is currently in the process of procuring a new Performance Management System! A Request for Qualifications (RFQ) was released over Summer and received responses from several vendors. Demonstrations with all qualified vendors took place at the end of August, and we are now in the final stages of selecting our new vendor. More information to come! Please reach out to [PerformanceMgmt@Rivco.org](mailto:PerformanceMgmt@Rivco.org) should you have any questions on the procurement of the new system or need assistance with our current system, EPM.



## We've updated our website

The Educational Support Program (ESP) and CORLearning websites have been combined! The new site is a one-stop shop for all things L&OD. A re-direct is currently set up for the previous ESP site and will direct anyone attempting to visit it to the new site instead. Please see below for our new and improved L&OD website! We are very excited about the new site and believe that it reflects our team's dedication to serving the County:

<https://corlearning.rc-hr.com/>



### Check Out Our Calendar of Events!

To get the latest information on upcoming Job Fairs, Educational Fairs, College Partner Info Sessions, Lunch & Learns, COR Learning Trainings, and Passport Program Travel Alerts,

*Click this Link:*

<https://corlearning.rc-hr.com/Calendar-of-Events>

## Recruitment and Development Programs

### Passport Program

The County of Riverside has been recognized with an Achievement Award from the National Association of Counties (NACo) for the Human Resources "Passport Program". The awards honor innovative, effective county government programs that strengthen services for residents. The Passport Program was awarded a 2021 NACo Achievement Award in the Personnel Management, Employment, and Training category.

The Passport Program was developed internally by HR's Learning & Organizational Development division, in an effort to provide cross-training opportunities to staff who serve in a specialist capacity and would not otherwise have an opportunity to learn new skills or work outside of their specialist assignment.



For more information on the Passport Program, contact [HRLOD@Rivco.org](mailto:HRLOD@Rivco.org)!

### New Employee Orientation and Onboarding

Our New Employee Orientation (NEO) has gone virtual! Due to COVID, in-person NEO sessions were moved to an online format effective June 2, 2020. All new hires can expect to receive their registration link to view their online NEO within 1-2 weeks of starting their new position.

Online NEO stats: **1806** completed and **1855** assigned since June 2020

Quarterly NEO Completions: **422**





## Online NEO Feedback

“The informational videos were very helpful and informative. They had a wide range of topics and information in them.”

“I learned a lot of new/helpful information today. I usually try to figure stuff out on my own, but after this presentation, I see that we have a helping hand.”

“I liked the videos online because I was in control of when I watched them. I could pause, listen to a segment again, if necessary. I feel very welcomed and connected as a part of the RIVCO Family!”

“I would say everything covered. It was all very helpful. It was a lot of important information that I really needed to know. After this course I got all the information needed and resources.”

**Onboarding Surveys:** New hire surveys are distributed through PeopleSoft upon a new hire reaching their 90<sup>th</sup>, 180<sup>th</sup>, or 1-year mark of employment. A link to take the survey is sent to the preferred e-mail address on file in PeopleSoft for each employee. Each survey covers a range of topics designed to gauge a new hire’s onboarding experience through their first year of employment.

**Additional survey efforts are also under way - more information will be coming soon!**

## College Relations and Community Events

College Relations events attended or held: 11

Information sessions held for college partners: 10

Virtual Hiring/Interviewing Events: 8

The College Relations team put together a Professional Development survey that was sent out countywide. The purpose of the survey was to solicit employee feedback regarding education and training. We wanted to ensure the County is offering the best resources, tools, and benefits for continued professional development needs and aspirations. On 9/9/2021, we met with our college partners to review the data. We identified programs and certificates our partners can focus on marketing to employees which will meet employee interest and needs, based on the survey data. The College Relations team is also collaborating with our partners to create just in time videos regarding financial aid, academic success, balancing work and school, and much more!

In our last newsletter, we highlighted HR’s recent video that highlighted our HR staff both professionally and personally. Since this video, we’ve also partnered with the HR Communications team to create subsequent videos that were highlighted in June 2021 as part of Public Service Month. In each video of this series, County employees were asked to discuss what public service means to them. Check out the video below as Marcus Maltese, Deputy Director of the Department of Child Support Services, speaks to what public service means to him:

<https://vimeo.com/555374985/6a8e1b8cc1>





## Internship and ESP Program

Intern recruitments conducted: **180**

Current number of interns: **173** in **18** different departments

Current number of ESP participants: **153** in **25** different departments

Career and educational counseling sessions held this quarter: **142**

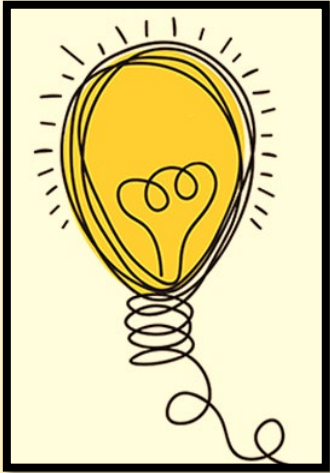
Our new Rotational Internship Program has launched as of September 9<sup>th</sup>, 2021! The County of Riverside Rotational Internship Program affords graduate-level students the opportunity to rotate through five different County Departments over the course of a 10-month period. For the 2021-2022 school year we currently have two different rotational tracks in the program: Public Administration/Public Policy and Accounting/Finance, each with five students. The current participating departments are as follows:

Public Administration/Public Policy: Housing & Workforce Solutions, First 5, Waste – Recycling Division, Registrar of Voters, and the Executive Office

Accounting/ Finance: Housing & Workforce Solutions, First 5, Waste, Information Technology, and the Executive Office

If you are interested in participating in our next rotation for the 2022-2023 school year, please reach out to [Internship@Rivco.org](mailto:Internship@Rivco.org) for more information!





## Tips and Tools

Use the link below to access Franklin Covey and Jhana templates to help guide you in your 1:1 meetings. These, and many more helpful resources and learning material, are available with an All-Access Pass. For more information on how to obtain an All-Access Pass with Franklin Covey, including Jhana, contact us at [CORLearning@rivco.org](mailto:CORLearning@rivco.org).

<https://corlearning.rc-hr.com/Products-Services/COR-Academies/Jhana-All-Access-Pass>

## Celebrating Interns

We recently celebrated National Intern Day and Month! During the whole month of July, we celebrated and honored our current and past interns, as well as the County's awesome Internship Program and all participating Departments. Here's a look at a few of the highlights from the celebration:

**Intern Month Highlight**

"Since beginning my internship, I have learned many things; one of which is the effect of some crimes on the undocumented population. Not only have I learned a lot about the job and responsibilities that an immigration attorney holds within the Public Defender's offices, I have also learned that I truly enjoy and admire the labor that Andrea Garcia does for the undocumented community. This internship is helping me gain experience and I am also getting to learn a lot about immigration and criminal law."

**Yara Chaves Andrade**  
Riverside Public Defender's Office  
Current County of Riverside Professional Student Intern

RC HR  
public defender

**Intern Month Highlight**

"The internship was especially helpful as it helped me to get an idea of different people's styles of work. The experience was awesome, I got to meet some amazing people and was able to shadow a variety of different people. My advice to any future interns is to attend as many meetings as you can and to shadow as many people as you can. The information you receive during internship is extremely valuable and will help you in your career."

**Aubrye Butler**  
RUHS-Behavioral Health, Clinical Therapist I  
Former DPSS Professional Student Intern

RC HR  
public defender





Next Edition's Featured Topic:  
Performance Management

