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Yielding Diversity Capital

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The workforce is getting increasingly diverse in terms of demographics, knowledge, and behavior. As a result, there is a growing need for organizations to manage their workplace diversity. Managing diversity is challenging, however, because it is often unclear how diversity is defined and how diversity is related to organizational performance.

InterFeat offers custom made 'diversity capital analytics' services that help organizations to both quantify their diversity and understand the impact of their diversity on a broad range of performance outcomes. Based on statistical analyses InterFeat provides recommendations to support organizations in managing diversity in order to increase team and organizational performance. Our – scientific-based – services are following three steps:

Step 1: DIVERSITY QUANTIFICATION

To manage diversity, it is crucial to quantify diversity. In our diversity analysis, we quantify multiple diversity types on multiple organizational levels (see table 1). We can conduct this analysis based on data that is available at the organization's Human Resources Department.

Table 1: **Example overview of Diversity Quantification**

		Level of Analysis*					
		Org.	Dep. 1	Dep. 2	Dep...	Team 1	Team 2
Diversity*	Age	13	2	26	20	5	13
	Gender	.5	.2	.3	.4	.4	.1
	Education	.6	.4	.5	.3	.1	.3
	Job Function	.2	.1	.5	1	.2	.2
	Tenure	45	32	53	46	21	32

*The analysis is not limited to the provided examples of diversity types and level of analysis.

Step 2: IMPACT QUANTIFICATION

To understand the influence of diversity, we quantify the relationship between multiple diversity types on multiple performance outcomes. In table 2 larger positive numbers imply that diversity helps performance more, whereas larger negative numbers imply that diversity hurts performance more.

Table 2: **Example overview of Impact Quantification**

		Performance*			
		Revenue	Engagement	Absenteeism	Costs
Diversity*	Age	2300	-0.32	0.1	-821
	Gender	-213	0.23	-3.4	42
	Education	4223	0.76	1.4	-892
	Job Function	45424	1.12	-2.2	12
	Tenure	557	0.02	0.5	-1220

* The analysis is not limited to the provided examples of diversity types and performance outcomes.

Step 3: DIVERSITY IMPACT MANAGEMENT

To improve the impact of diversity, we statistically analyze what the workforce diversity should look like to increase organizational performance. Because the workforce can often not be changed (overnight), we do not only provide suggestions for workforce design, but also provide concrete recommendations through which the diversity that is already present within the organization can be utilized. Custom made trainings and workshops are part of these recommendations.

Contact

If you are interested in our 'diversity capital analytics' services, please feel free to contact Martin van Engel or visit our website www.interfeat.com.

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InterFeat is a Moxi.Biz service. Moxi.Biz is a consultancy firm offering companies practical solutions in the field of diversity.

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