

**As you join, please
reply using the
chat feature.**

What are you hoping
to learn from today's
session?



Facing the Reality

Partnering with the Business to Execute
Diversity & Inclusion Priorities



Introductions

Looking Back

Thinking
Forward

Discussion



Today's Speakers



Engaging People.
Advancing Ideas.
Igniting Change.



Shona Ramchandani

Consultant
Language & Culture Worldwide (LCW)



Aisha Ghori Ozaki

Manager, Inclusive Diversity
Allstate Insurance



Jeffrey Cookson

Principal Consultant
Language & Culture Worldwide (LCW)

Allstate's Mission & History

We help customers realize their hopes and dreams by providing the best products and services to protect them for life's uncertainties and prepare them for the future. Our Strategic Vision is to deliver substantially more value than the competition by reinventing protection and retirement to improve customers' lives.



- Founded in 1931
- “You’re in Good Hands” slogan created in 1950
- Allstate remained a part of Sears until 1993
- On June 30, 1995, Allstate became 100% independent, publicly held corporation
- Allstate serves 16 million households with \$108.5 billion in assets
- *Fortune* 100 Company



arity

Info**Armor**

Allstate[®]
Inclusive
diversity

Who is Allstate?



Proprietary and confidential; cannot be replicated

Who is LCW?

LCW is a global consulting firm that offers cultural competence and organizational effectiveness solutions for culturally diverse groups or organizations. From senior corporate executives to international students to virtual teams, LCW's programs build skills and mindsets for succeeding in a world increasingly defined by a diversity of cultures, thought, approach, and values.



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LCW offers training, translation and consulting services that inspire professionals to connect across cultures.

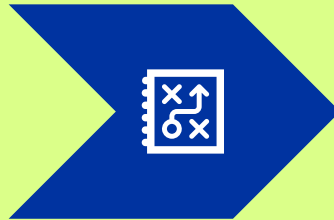


Looking Back – Stages of Growth

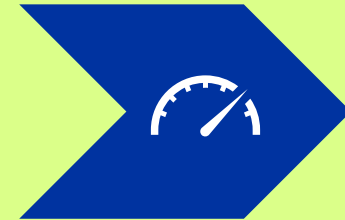
2014-2017:
The Early Years



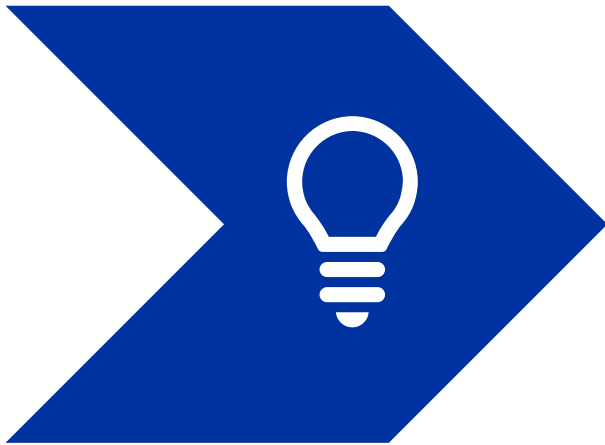
2017-2019:
Getting Comfortable



2019-Present:
Growing up &
Gaining Momentum

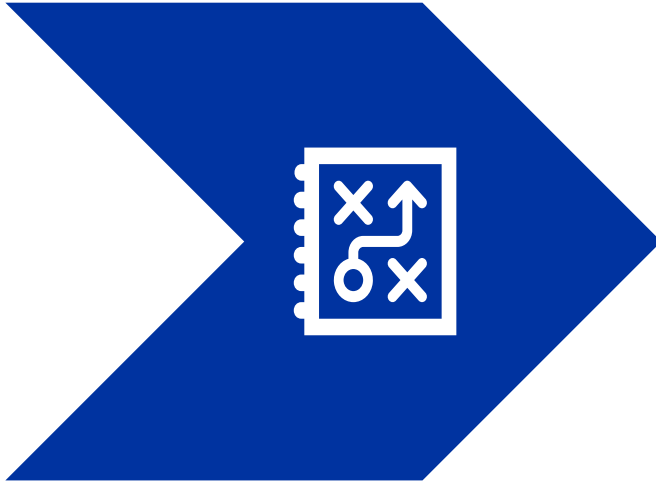


2014-2017: The Early Years



- Inclusive Diversity Learning & Development Events
- Strategic Thought Partnership
- Sustainability of Inclusive Diversity Efforts

2017-2019: Getting Comfortable



- Growth of volunteer facilitator pool and transition to virtual Train the Trainer
- Integrated programs with Leadership Development Programs
- Rolled out Intercultural Development Inventory (IDI) to multiple business units
- Quarterly Facilitator Community Call (FCC)
- Launched Disrupting Unconscious Bias of Cultural Fit (DUBCF) with business led facilitators

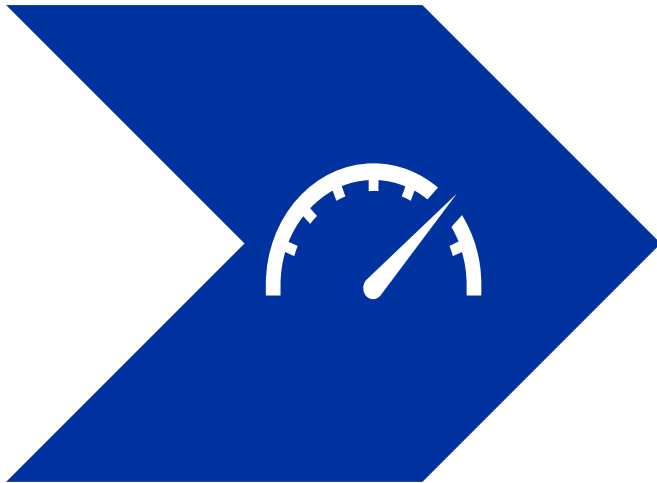
Poll Question

What do you see as the biggest barrier(s) in implementing DEI programs/changes in your organization?

(select all that apply)



2019 – Present: Growing Up & Gaining Momentum



- Partnership on Digital Assets
- Changemaker Chats
- Culture Moments amid COVID
- Deeper engagement with the enterprise – Inclusive Conversation series

Metrics

Skill Building - 2019

Training and Education

- **9,594** Talent Connection course completions
- **2,299** custom session completions
- **59%** feedback response rate for Leveraging Inclusive Diversity (LID) sessions
- LID Responders averaged that they would use **81%** of what they learned in their work.
- **87%** of responders have a clearer understanding of diversity after LID



Comparison from 2018 to 2019

JAN-DEC	2018	% change	2019
Talent Connection	7,204	33%	9,594
Custom ID Sessions	1,771	30%	2,299
Combined Total	8,975	33%	11,893

Participants in Inclusive Diversity custom courses shared the following feedback:

- **90% increase** in understanding of diversity
- **87% increase** in preparedness to take ownership for creating an inclusive environment
- **87% confidence** in applying inclusive diversity concepts, including ideas for overcoming barriers and setbacks

Conversation Metrics

EDLC + LDP Conversation	Attendance
May 8 th	26
June 24 th	24
August 16 th	21
October 21 st	32
December 2 nd	19
Total	122

Inclusive Conversation	Attendance
Q1 – How to diversify your diversity	42 in-person (Chicago Mart) 254 virtual attendees
Q2 – My journey with Privilege	44 in-person (Northbrook) 274 virtual attendees
Q3 – Fierce Conversations	30 in-person (Northbrook) 202 virtual attendees
Q4 – Better Arguments	30 in-person (Northbrook) 346 virtual attendees
Total	1,222 attendees

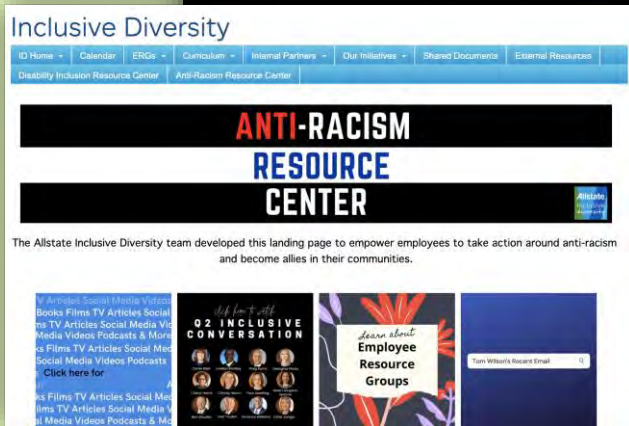


Poll Question

What has been the DEI response from your organization regarding current events?



Allstate Response



We've been listening, learning, and engaging in change.

We're taking a stand on inequality. We will speak up and act.

We are focused on improving equity for all. That's why we're conducting a top-to-bottom review of our operating practices, pay, promotions, and hiring.

Through The Allstate Foundation we will focus on accelerating equity and helping drive systemic change.

This Friday will mark the first company-wide observance of Juneteenth, giving our employees time and space to reflect, celebrate, and implement change in their own lives.

We're committed to long-term change. **This is just the beginning.**



- Resources
- Partnership: Enterprise Diversity Leadership Council, ERG Executive Sponsors, Leaders and Members
- Anti-Racism Resource Center



2020 & Beyond



- Providing space for increased dialogue around systemic racism and oppression
- Partnering with leaders to create space and move to action
- Increase digital assets, virtual learning opportunities and library
- New equity pillar

