

IMPACT STUDY

Integrating EDIJ Into Intercultural Work

Client Demographics

Nonprofit HR Practice Area: People & Organizational Strategy

Location: Washington

Sector: International/NGO

Mission Type: Children, Youth & Family

Staff Size: 151-250 Employees

Annual Budget: \$20.1- \$50 Million

Need

Because its service base and team is global and diverse, the organization needed to be highly sensitive and effective at meeting the needs of multiple groups and populations with differing backgrounds and distinct cultural expectations.

Approach

Nonprofit HR began by looking at both the development needs of the organization and also the development needs of groups and individuals on the staff. Based on staff surveys and dialogue with the client's leaders, Nonprofit HR evolved a two-tiered program development strategy:

- Deliver training programs that address the basic concepts of EDIJ that apply to the organization and its staff and that provide the context and tools for everyone in the organization to enhance their awareness and abilities to more effectively interact with diverse groups.
- Deliver targeted and specific training focused on the needs of individual staff and groups based on shared identities within the organization to address their needs and capabilities in managing diversity for their individual contexts.

Beginning with the foundational programs at a cadence of two trainings each year, Nonprofit HR customized core topical offerings to address client-specific needs that were revealed from pre- and post-program survey data and from program participant feedback. As this curriculum became established, we helped craft the topic and group-specific training offerings in the same manner.

Impacts

Pre- and post-training surveys showed a marked improvement in how participants understood the importance of EDIJ and the extent to which they found the programs applicable to on-the-job situations. The organization was also able to monitor improvement in the quality of services provided to its clients as well as an enhanced sense of satisfaction and belonging in the staff.