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The "I" in D.E.I.

Why is it important to be a more inclusive leader?

Inclusion is a reciprocal process and is highly beneficial to individual job performance and team effectiveness. It's important for leaders to have practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment that encourage:

- Respectful communication and cooperation between all employees.
- Teamwork and employee participation, permitting the representation of diverse groups and employee perspectives.
- Developing an awareness of potential bias and how that might hinder our ability to be inclusive and collaborative.
- Engaging in intentional actions to drive diversity, equity, inclusion, and belonging.
- Work/life balance through flexible work schedules to accommodate employees' varying needs.
- Employer and employee contributions to diverse communities that promote a greater understanding and respect for diversity.

In both restaurants and hospitality as a whole — lies in creating a supportive, welcoming environment for both diverse staff and guests. Reports indicate that diverse management teams rake in an average of 19% more revenue, so that success reaches all the way from front-of-house to the bottom line.



To act as an inclusive leader, one must be willing to develop and demonstrate:

- Interpersonal trust by considering all points of view and find common ground for collective success across all differences.
- Empathy, discernment, and good judgement to meet the demands of different situations and the performance needs of all.
- The ability to normalize healthy ongoing conversations about diversity, equity, and inclusion through intentional culture training.

In response to these results, CFHLA launched a brand-new Diversity Committee focused on building out an effective framework, in order to amplify our voice on behalf of the hospitality industry. The first initiative for the Diversity Committee was to draft and administer a D.E.I. assessment for the CFHLA Board of Directors to complete.

The results of the assessment, uncovered the need for the additional actionable items:

1. **Create a Tool Kit for Listening Circles** - Listening Circles provide companies with an open environment for all staff to share their thoughts and experiences on diversity, equity, and inclusion with leadership. The Listening Circles Tool Kit will provide resources to our CFHLA Lodging and Allied members, on how to focus on empathy and equality, so participants listen and learn from the experiences of their peers.
2. **Launch a Leadership Mentoring Program** - After reviewing the results of the CFHLA Board of Directors Diversity Assessment, it was discovered that there tends to be a disparity when comparing the diversity of mid-level management to senior and executive-level positions within CFHLA's member properties. CFHLA is committed to supporting our future Lodging and Allied leaders, by creating programs and opportunities for mentoring and developing mid-level leaders. By doing this, we will help advance careers, increase retention in Central Florida marketplace, and build a

more diverse future workforce.

- 3. Create more Outreach opportunities for High School students** - CFHLA's Lodging and Allied Members have currently Adopted 73 schools for the 2021-2022 School Year. Unfortunately, several of our local middle and high schools, which have hospitality and/or culinary magnet programs, do not have a strong connection with CFHLA and our members. The goal is to work with our local school boards to develop new outreach activities, including increased mentorship and internship opportunities, that will support these magnet programs and advance CFHLA's commitment to the future workforce of the hospitality industry.

There are currently working subcommittees for each aforementioned action item; and to join a subcommittee, please contact **Melanie Anesh**, at melanie.anesh@cfhla.org.



CFHLA Member Spotlight

Last month, Orlando Business Journal honored 14 people and businesses as the 2022 Diversity in Business Awards honorees.

CFHLA Diversity Committee Co-chair and General Manager of the Grand Bohemian Hotel Orlando, Justin Williams, was honored as the Outstanding Diversity Champion.

Additionally, four other CFHLA members were also recognized:

- Dr. Phillips Center For The Performing Arts
- Lake Nona Wave Hotel
- Orlando Health
- University of Central Florida

These award winners — four individuals and 10 organizations — have surpassed expectations in bringing diversity, equity and inclusion (DE&I) issues and opportunities to the forefront within their own companies or externally in their respective industries or in the community at large. They have advanced important initiatives to ensure a more equitable environment and have served as champions to give a voice to those who historically haven't had a say.

#Diversity #HospitalityStrong #CFHLA



Industry Spotlight - Hilton Inducted into DiversityInc's Hall of Fame

Hilton has been inducted into DiversityInc's Hall of Fame for the Top Companies for Diversity. This honor follows Hilton placing #1 on the Top 50 Companies for Diversity list in 2021 and continuing to prove its leadership in



diversity, equity and inclusion efforts.

[READ MORE](#)

#Diversity #HospitalityStrong #CFHLA

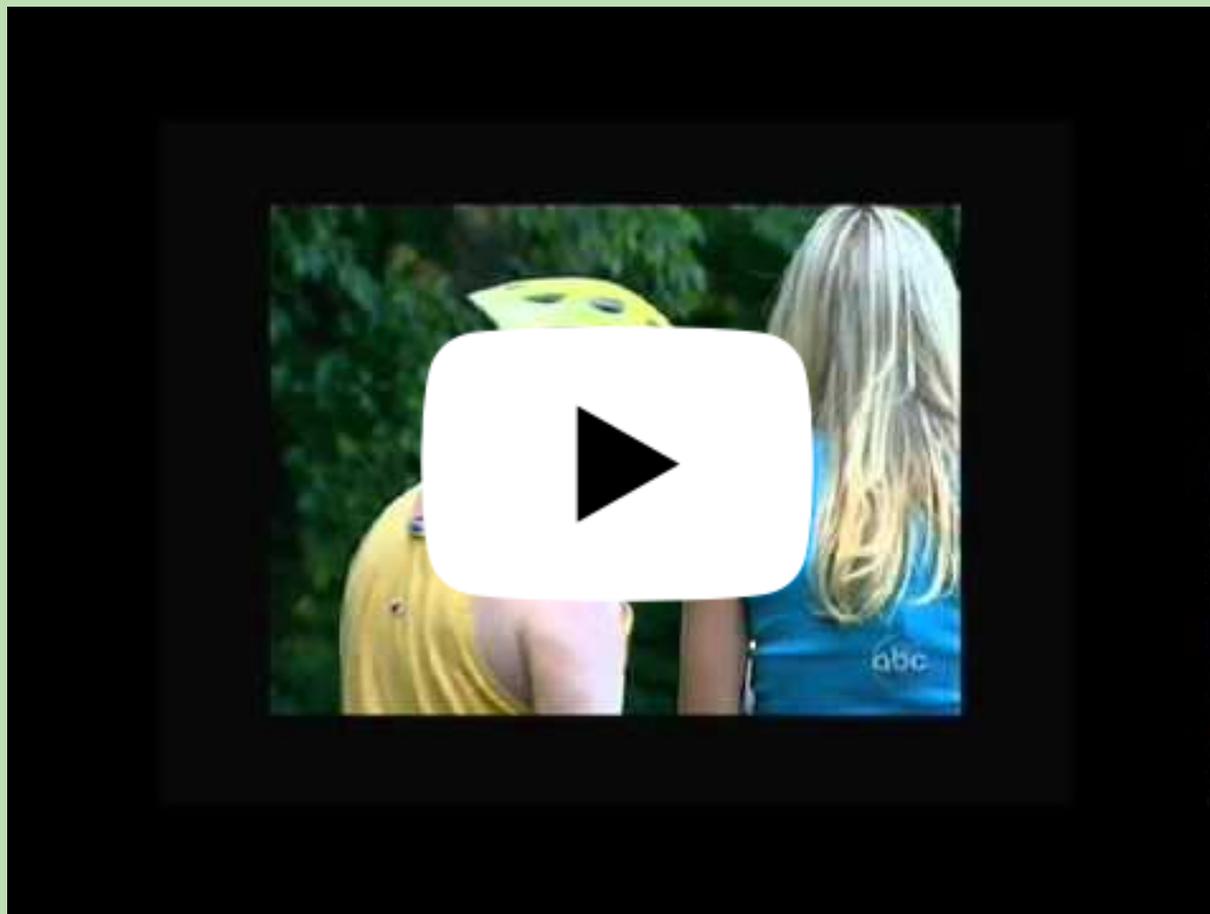
Learning Opportunities



Project Implicit

Here's a little challenge for you: Spend 5 minutes and take the free [Internal Implicit Bias Test from Harvard](#). It will be eye-opening! And you will learn something about yourself that may or may not surprise you.

Also, check out this video to see assumptions people make based on internal biases.



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Get Involved

We need your voice!

Consider attending one of our upcoming CFHLA Diversity Committee meetings:

Monday, August 22, 2022 – 1:00 pm at the CFHLA Offices
Monday, September 19, 2022 – 1:00 pm at the CFHLA Offices
Monday, October 17, 2022 – 1:00 pm at the CFHLA Offices
Monday, November 14, 2022 – 1:00 pm at the CFHLA Office

A Message from our President/CEO

“On Behalf of the CFHLA Board of Directors, I wholeheartedly endorse the outstanding presentation abilities of our Allied Member Tekoa Puerie, relating to the difficult topics of America's cultural bias and social injustices. Ms. Puerie has consistently challenged myself and our members to rethink the topic and to take appropriate individual and organizational actions.”

Robert Agrusa
President | CEO Central Florida Hotel & Lodging Association

Thank you to our Newsletter Sponsor, Tekoa Puerie!



Want to learn more about bias? Need support navigating this conversation?

Please contact **Tekoa Pouerie** at www.tekoapouerie.com or **(407) 602-8189**.

Tekoa Pouerie is a subject matter expert on explicit and implicit bias who has trained over 10,000 individuals throughout the U.S. and abroad. Most recently, Tekoa has both consulted and provided training for the CFHLA Board of Directors and is actively involved within the association.

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