

Lack of Inclusion is a Risk/Crisis Management Issue

The Business Case for Hiring for Lived Experience

She/Her

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Let's define terms

Privilege Is About

Access



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**Underrepresented
Is About**

Numbers



MARGINALIZED

Is About

Treatment

The background of the image is a dense, overlapping pattern of numerous small, round paint cans. Each can is filled with a different vibrant color, including shades of blue, green, yellow, orange, red, purple, and pink. The cans are arranged in a way that creates a sense of depth and variety. Overlaid on this background is a dark blue horizontal band that serves as a backdrop for the main text.

Diversity
Is About

Variety



Inclusion

Is About

Experience

#causeascene

Guiding Principles:

Tech Is Not Neutral, Nor is it Apolitical

Intention Without Strategy Is Chaos

Lack of Inclusion is a Risk/Crisis Management Issue

Prioritize the Most Vulnerable

**Lack of Inclusion is a
Risk/Crisis
Management Issue**

Inclusion != = Equality

Inclusion != = Quotas

Inclusion === Equity

Inclusion === Experience

Section 1: Foundation of the Study

Conducting business in the 21st century requires leadership to shift from a top down approach related to organizational knowledge sharing, to a bottoms up approach. Unfortunately, many business leaders are still operating from an industrial age, rather than an information age perspective and are missing opportunities to leverage knowledge for organizational success, at best, and are actively causing harm, at worst, because they do not have the necessary policies, procedures, and processes in place to accommodate, capture, and scale lived experience as a knowledge asset (Schoemaker et al., 2018; Uhl-Bien et al., 2007). Physical production no longer drives the marketplace. The global economy has shifted to creating knowledge for competitive advantage, which means that business leadership must adapt.

Successful Strategies for Increasing Organizational Knowledge Sharing

Organizational leaders reported that ineffective employee mentoring and inadequate knowledge sharing cost Fortune 500 companies over \$31.5 billion per year (Shin et al., 2017).

Types of Knowledge

Explicit Knowledge can be readily articulated, codified, stored and accessed. It can be easily transmitted to others. Most forms of explicit knowledge can be stored in certain media.

Tacit Knowledge [implicit] is difficult to transfer to another person by means of writing it down or verbalizing it.

Tacit knowledge is gained
through lived experience

Tacit knowledge is efficiently and effectively shared when leadership is able to create and maintain a welcoming and psychological safe organizational climate

Strategy Basics

Codes of Conduct

Execution and Enforcement

Apologizing and Making Amends



Rules of Engagement

*Based on Whose Needs & Safety Are Prioritized



Questioning Humanity/ Right to Exist

Community Level



Lived Experience

Evaluate who has the position of
privilege/oppression/ability to cause harm

Dialogue is focused on understanding not
providing proof



Ideology/Belief

Individual Level

Dialogue is focused on amplifying understanding and challenging white supremacy and discrimination

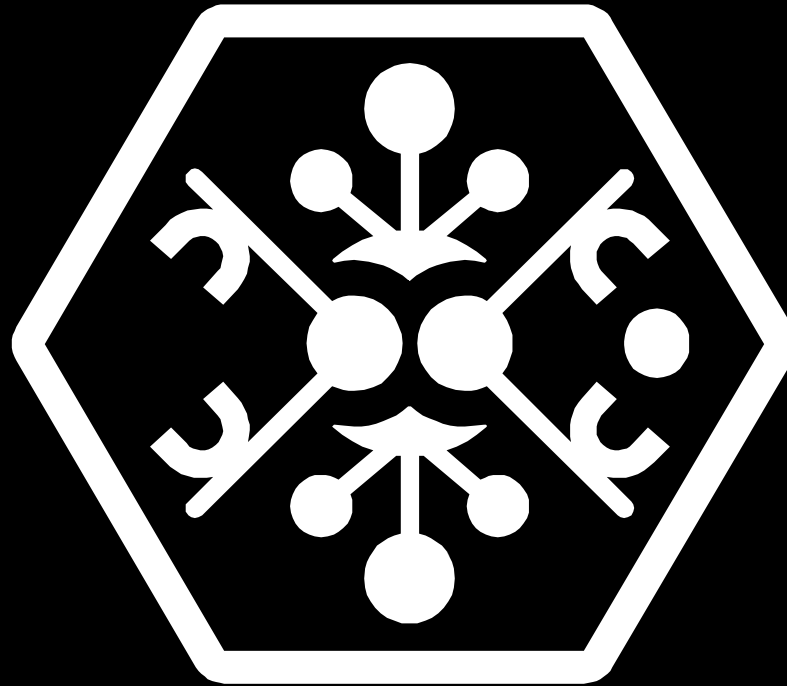
Thank you!

References:

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