



The Inclusion Dividend: Why Investing in Diversity & Inclusion Pays Off

Mark Kaplan, Mason Donovan

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In today's increasingly diverse, global, interconnected business world, diversity and inclusion is no longer just the right thing to do, it is a core leadership competency and central to the success of business. Working effectively across differences such as gender, culture, generational, race, and sexual orientation not only leads to a more productive, innovative corporate culture, but also to a better engagement with customers and clients. The Inclusion Dividend provides a framework to tap the bottom line impact that results from an inclusive culture. Most leaders have the intent to be inclusive, but translating that into a truly inclusive outcome with employees, customers and other stakeholders requires a focused change effort. The authors provide straightforward advice on how to achieve the kind of meritocracy that will result in a tangible dividend and move companies ahead of the competition. With a foreword by Ana Duarte McCarthy, Chief Diversity Officer of CitiGroup.

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