

DIVERSITY IN PROJECT MANAGEMENT

IMPACTS TO BUSINESS OUTCOMES



CHAPTER EXCHANGE
A PMI CHAPTERS COLLABORATION

Diversity in Project Management: Impacts to Business Outcomes

June 16th at 1400 UTC

1.5 PDU's

Pablo Liedo
PMI Board Director
Guest Speaker

Maureen Mbithi Ochang
Panelist - Africa

Aurio De la Cruz Salazar
Panelist - Latin America

Madeline Hogarth
Session Moderator
North America

Julie Junio de Castro
Panelist - Middle East

Dimitra Tsolka
Panelist - Europe



Event Recap

Hiral Dave

The discussion was like a Rainbow. Diverse yet United. A symbol of hope, promise, and good fortune. Diversity is what makes the world such an interesting place.

VIBGYOR signifies each key point of embracing Diversity.

Value **V**ividness: Diversity comes with vividness in culture, age, race, geographical location, educational background, and so on. Acceptance is the first step.

Invest in **I**dentifying – **I**nterest & **I**nfluence: Once we start valuing, the next would be to Invest and Identify the influence and interest areas of a diverse crowd.

Gap – **V**ividness would bring in **G**ap, **B**ridge it by **I**nvesting in **I**dentifying the interest and influence of various stakeholders.

Build **D**iverse **T**eam, **O**vercome the barriers. **N**urture it.

Open **C**ommunication to get inputs and feedback.

Respect **O**pinions. **R**eimagine changed and positive outcomes, with a better work environment for better results.

Watch the recording [here](#)

Diversity in Project Management: Impact to Business Outcomes !



Respect and Support
Open Communication, Collaborate
Yes to Inclusion
Gap - Bridge it, Get feedback
Build a Diverse Team - Set Goals, Strategize, Nurture
Invest in Identifying - Interest & Influence
Value Vividness

Registration & Attendance	1300+ Registrations 80+ Countries Covering major Continents
Guest Speaker Talk	Interesting insight on Diversity by our very own PMI Board of Directors - Pablo Liedo. Inclusion a key. Diversity important for Problem Solving, Employee Retention, Innovation, Customer Satisfaction.
Spotlight Chapter	PMI Luxembourg, Logo Golden Lady - Symbol of Nation's spirit of Freedom. With highest number of women in Board. A country which we know as Economic Powerhouse. UNESCO World Heritage Site.

Diversity, Equity & Inclusion
 PM Diversity, Equity and Inclusion
 June 2023, Chapter Xchange Event

17-06-2023

June 2023, Chapter Xchange Event



Latin America Aurio De la Cruz Salazar



Question:

How do we build diverse high performance teams?

Answer:

We need to consider the capabilities, expectations, and traditions of each member of the project team. We have many tools provided by the PMBOK as the stakeholder matrix which help us to identify the interest and influence in the project, to prioritize the management of the stakeholder. There's also the stakeholder cube which adds the attitude toward the project, I believe this is a more complete form to classify them because it gives us the big picture of all the stakeholders. All people have grown up in different contexts, especially when they belong to different countries, generations, religions, and others, these factors influence their feeling, beliefs, and attitudes toward different situations, and for that reason, we need to consider them in our management of the projects.

Question:

Can diverse teams impact the outcome of our projects?

Answer:

Of course! As I mentioned before, their attitudes, beliefs, and feelings are influenced by the context they grow up, these factors could affect the consensus in the decision-making, the form they do their activities, and also the way they manage a team. For that reason, when you are establishing your team you need to consider these topics, to have a harmonious environment in your project.



Africa

Maureen Mbithi Ochang



Question:

How do we build diverse high performance teams?

Answer:

When building, this needs to start from the talent recruiting strategy i.e. ensuring the Job description is inclusive, the interview panel is inclusive, and the pool of candidates is wide enough to include gender, age, place of residence, social economic backgrounds, different strengths, experiences, and competencies, etc. In addition, ensure the policies and processes are accommodating.

Then for high performance, ensure you create an environment with a clear purpose, and vision, one that encourages open communication, feedback, learning, and personal growth, and keep rewarding & motivating them. It also helps to have clear career growth opportunities.

Question:

Can diverse teams impact the outcome of our projects?

Answer:

Absolutely. Firstly, lack of it is boring..lol and it may result in mediocre delivery of projects i.e. bias and blind spots owing to having similar perspectives, poor ideation, and innovation, poor cultural awareness, higher attrition rates, fewer opportunities to learn from each other, etc.

On the other hand, very diverse teams may also result in conflict, misalignment owing to cultural differences, slower productivity, and poor communication e.g. owing to language barriers and time zones.

However, if managed correctly, the more diverse the team, the better.



Europe

Dimitra Tsolka



Question:

How do we build diverse high performance teams?

Answer:

Team building is usually a demanding and challenging process. We need to consider several factors like competence assortment, background, and experience level diversity.

Especially if we are in a multinational working environment, culture, and national habits should also be taken into account. The first step towards building diverse high-performance teams is to create a safe and respectful environment where everyone feels comfortable expressing their opinions and concerns. As leaders, we should be open to feedback from our teams and be willing to make changes based on their input. It is important to prioritize diversity from the beginning. In many cases, it's also important to offer training and development opportunities that focus on diversity and inclusion. And, since proper communication is a cornerstone of success, we should encourage open communication, establish clear communication channels, and define commonly agreed ways of working.

Question:

Can diverse teams impact the outcome of our projects?

Answer:

The outcome of a project is highly impacted by diverse teams. Here are some examples: Competence diversity in the team shortens learning curves, and brings end-to-end skills that enable proper planning, implementation and risk management. Age, gender and social background diversity can bring different perspectives in the team and minimize the number of assumptions. Moreover, a diverse team can more easily identify different stakeholders and understand their heterogeneous requirements. Finally, under a safe and open environment, team maturity can be boosted by exchanging different views, experiences and lessons learned.



North America

Madeline Hogarth

Question:

How do we build diverse high performance teams?

Answer:

Diversity, equity, and inclusion (DEI) is a top-down culture which is necessary to build and empower diverse teams to high-performance. Those in leadership roles should be well-versed in and champions of DEI – creating a safe space for differences and conflict resolution.

Question:

Can diverse teams impact the outcome of our projects?

Answer:

Diverse teams have a positive impact on business outcomes because they offer diverse perspectives and therefore more creative problem solving and solutioning.



Middle East

Julie Junio de Castro

Question:

How do we build diverse high performance teams?

Answer:

In today's increasingly pace & modern business environment, the need for building a high-performing team has become very crucial. Creating a diverse high-performance team requires a deliberate and thorough approach. However, understanding these key aspects will lead any organization to achieve its objectives: Recognize the value and benefits that diversity can contribute to an organization, create an inclusive environment where everyone feels valued, respected, and comfortable expressing their ideas, set clear goals, roles & responsibilities to the team members, offer training programs & workshops that raise awareness & understanding about diversity & inclusion and empower team members to be more of a leader than a manager.

Question:

Can diverse teams impact the outcome of our projects?

Answer:

Implementing a diversified team has a significant impact on the outcome of our projects, it helps improve operational achievements and produce positive results. Diverse teams bring together individuals with different backgrounds, perspectives, and experiences. Hence, increased creativity and innovation. When multiple perspectives are considered, it can lead to more well-rounded decision-making processes. Diverse teams are often more adaptable and resilient in the face of change and uncertainty. Nevertheless, having a diverse team doesn't guarantee a successful organization, rather, by creating an inclusive environment that values and leverages diversity, teams can maximize their impact on project outcomes.



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Collaboration



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Have a suggestion?

Feel free to drop a note to the PMI Chapter Xchange team by sending email to:
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