

# Managing Inclusion in one of the Most Diverse Cities in the World



Resource Groups Podcast featuring  
Michael Collins  
Hosted by Dr. Jonathan Ashong-Lamptey

Who is  
Michael Collins?

Michael is the Head of  
Diversity & Inclusion  
for New York City  
Transit

Michael has over 30  
years of experience  
working in US  
Corporations

Michael has worked with  
American Express, CUNY  
and American Airlines

# Top 10 items covered

## TOP TEN ITEMS COVERED

#1. The reason New York City Transit is a unique organisation

## TOP TEN ITEMS COVERED

#2. The fun exercise  
Michael uses to get  
people to think beyond  
traditional Diversity  
categories



## TOP TEN ITEMS COVERED

#3. How the profile of decision makers in organisations has not changed in 20 years

## TOP TEN ITEMS COVERED

#4. The need to be clear  
and specific when  
discussing Diversity

TOP TEN ITEMS COVERED

# #5. Affirmative Action: What it looks like in practice

TOP TEN ITEMS COVERED

#6. The reason US corporations look at Diversity as a hammer

TOP TEN ITEMS COVERED

#7. Michael's frustration  
with the Business case  
for Diversity

## TOP TEN ITEMS COVERED

#8. How an employee resource group saved an organisation \$000's every year

TOP TEN ITEMS COVERED

#9. The head start that  
New York City Transit  
has for its employee  
resource groups

## TOP TEN ITEMS COVERED

#10. The elegant rule  
Michael introduced to  
promote inclusion with  
employee resource  
groups



# Top 10 takeaways

## TOP TEN TAKEAWAYS

#1. The demographic profile of leaders has hardly changed in 20 years

## TOP TEN TAKEAWAYS

#2. Diversity is more  
than compliance

#3. Employee resource groups can make sustainable contributions to the bottom line

#4. Affirmative Action is  
an attempt to address  
perceived market  
failures

#5. Conflict management is part of employee resource group activities

#6. Organisations have a tendency to be led by quantitative solutions instead of qualitative solutions

TOP TEN TAKEAWAYS

#7. The need to be clear  
about diversity



#8. White females have  
been the major  
beneficiary of  
Affirmative Action

## TOP TEN TAKEAWAYS

#9. Embed Diversity & Inclusion into how the business works

## TOP TEN TAKEAWAYS

#10. Employee resource groups can provide crucial market insights

# Top 3 Quotes

## TOP THREE QUOTES

“Diversity is always in the room, no matter what you see”

## TOP THREE QUOTES

"Diversity is more than  
compliance"

## TOP THREE QUOTES

“We need to do something to encourage them to be engaged in the conversation. That’s inclusion”

# Top 3 Action Items



## TOP THREE ACTION ITEMS

#1. How can you manage conflict between your employees resource groups?

## TOP THREE ACTION ITEMS

#2. What market insights  
can your employee  
resource groups provide?

## TOP THREE ACTION ITEMS

#3. What external resources are you using to support your efforts to improve?

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