

Employee Resource Groups: Awards, Communities & Evolution



**Resource Groups Podcast featuring
Fernando Serpa
Hosted by Dr. Jonathan Ashong-Lamptey**

Who is
Fernando Serpa?

Fernando is the
Executive Director of
the Association of ERG's
and Diversity Councils

Fernando is a 20 year
veteran of the Diversity
& Inclusion industry

Fernando has worked at
the White House and the
US Department of
Justice.

Top 10 items covered

TOP TEN ITEMS COVERED

#1. How Fernando's career as an Attorney led him to Diversity & Inclusion

TOP TEN ITEMS COVERED

#2. The evolution of
employee resource
groups over the past 20
years

#3. Why organisations must adapt to a changing economic climate

TOP TEN ITEMS COVERED

#4. How smart organisations are using employee resource groups to engage clients

TOP TEN ITEMS COVERED

#5. How employee
resource groups can
drive sales up and costs
down

#6. The need to reward
and recognise
employees that are
active in resource
groups

TOP TEN ITEMS COVERED

#7. Employee resource groups as a hub for skill development

TOP TEN ITEMS COVERED

#8. The emergence of virtual resource groups

TOP TEN ITEMS COVERED

#9. The unique Awards Ceremony that Fernando plays a central role in

TOP TEN ITEMS COVERED

#10. How one employee resource group identified \$50bn potential revenues for it's organisation

Top 10 takeaways

TOP TEN TAKEAWAYS

#1. Employee resource groups are an evolving organisational form

#2. Progressive organisations actively use employee resource groups in their operations

#3. Performance appraisals can include work on behalf of employee resource groups

TOP TEN TAKEAWAYS

#4. Organisations can use employee resource groups to develop desirable skills in their employees

TOP TEN TAKEAWAYS

#5. Employee resource groups can affect the bottom line by driving sales up and costs down

#6. Inclusive
organisations reward
and recognise
employees resource
group activities

#7. Virtual resource groups are emerging as important and necessary to organisations

TOP TEN TAKEAWAYS

#8. Employee resource group members have greater job satisfaction and job commitment

TOP TEN TAKEAWAYS

#9. Employee resource groups between organisations can be used to foster communities

TOP TEN TAKEAWAYS

#10. The potential contribution of employee resource groups is in the order of billions

Top 3 Quotes

TOP THREE QUOTES

“It’s about how you align
with the organisation’s
business goals”

TOP THREE QUOTES

“Tap into your ERG’s your councils, because they know what their communities want”

TOP THREE QUOTES

“The examples of success are just incredible”

Top 3 Action Items

TOP THREE ACTION ITEMS

#1. What role can virtual resource groups play in your organisation?

TOP THREE ACTION ITEMS

#2. How can you measure employee resource group members' job satisfaction and job commitment?

TOP THREE ACTION ITEMS

#3. How are your employee resource groups being used to develop desirable skills in employees?

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