



# DIVERSITY & INCLUSION

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# Di-verse

## Adjective

1. Of a different kind, form, character, etc.
2. Of various kinds of forms; multiform
3. Including representatives from more than one social, cultural, or economic group, especially members of ethnic or religious minority groups: a diverse student body



# In-clu-si-ve

## Adjective

1. Including or encompassing the stated limit of extremes in consideration or account
2. Including a great deal, or encompassing everything concerned; comprehensive: open to everyone: not limited to certain people
3. Enclosing; embracing



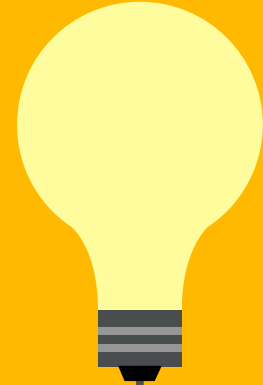
# What is Workplace Diversity & Inclusion?

"A situation where there are increasing numbers of non-dominant employee groups or variations in the background of employees...

... resulting in heterogeneity in socio-cultural perspectives, world views, lifestyles, language and behaviour."



*"Be who you want to be"*



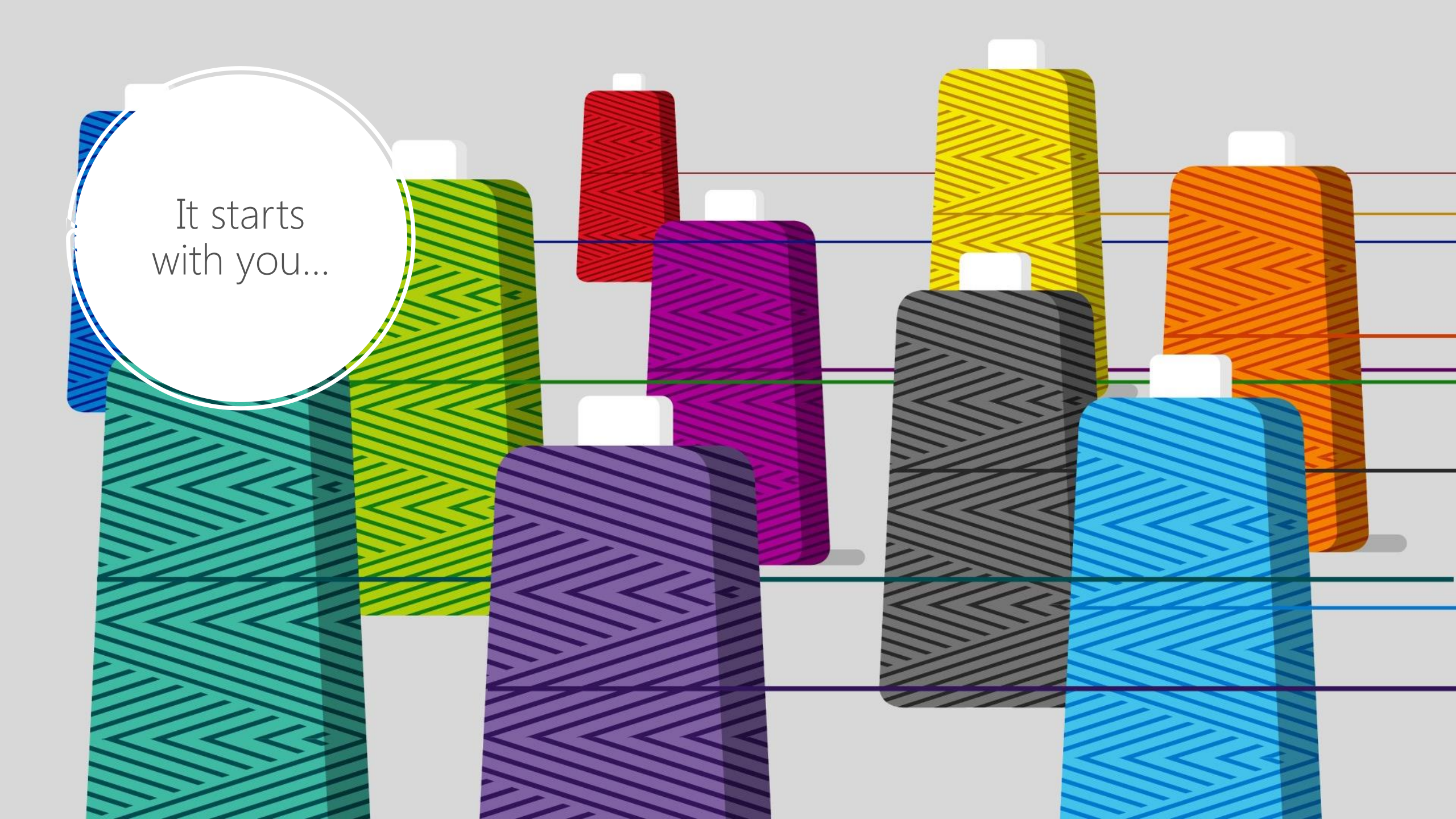


# Boston Symphony Orchestra – Boston, 1952

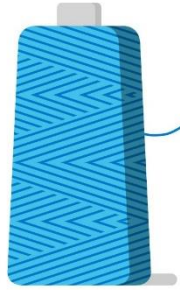


# Bias Awareness





It starts  
with you...



Awareness

“

The only limits we have regarding diversity and inclusion are the limits we believe. Each one of us needs to change our beliefs one customer at a time, one employee at a time.



**NEIL HOLLOWAY**  
VP US Dynamics  
Microsoft

# Diversity & Inclusion – Three pillars





*Curiosity*

“

We all want to do projects that are going to enable people to do whatever their hearts dream of.



**JENNY LAY-FLURRIE**  
Chief Accessibility Officer  
Microsoft



# Diversity & Inclusion – Three pillars





*Courage*

“

At first, it seems like it should be easy to create a more diverse workforce, because it's just common sense. But we have to change people's hearts and minds and that takes time.



**PAULA BELLIZIA**  
GM, Microsoft Brazil

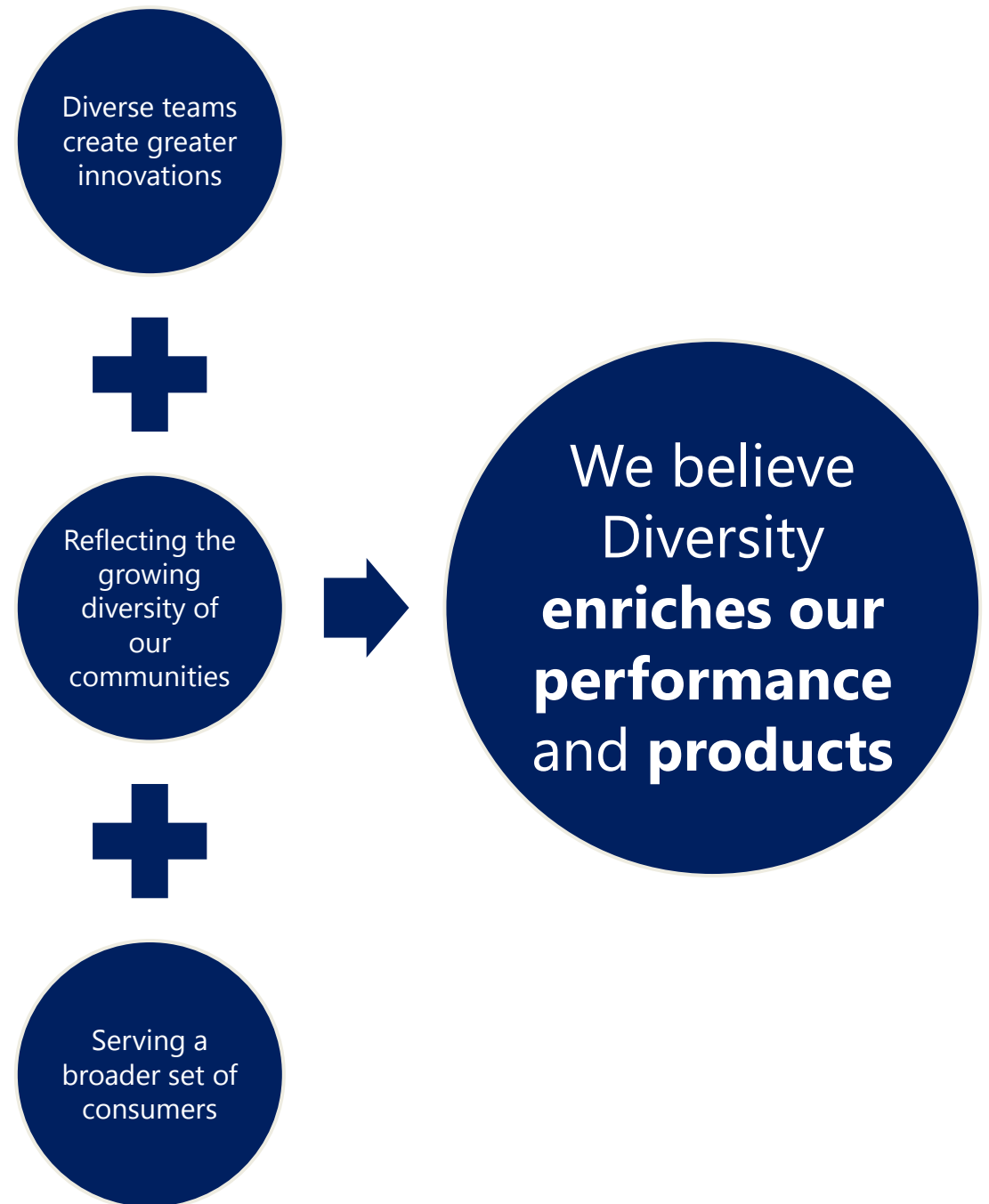


—  
Because they wanted to be recognized as a couple in their homeland—and let their families share in the occasion—in April of 2013, they were married by a Brazilian notary via videoconference between Seattle and São Paulo. Susan later said that it was “like watching your own wedding in real time.”

# Diversity & Inclusion – Three pillars

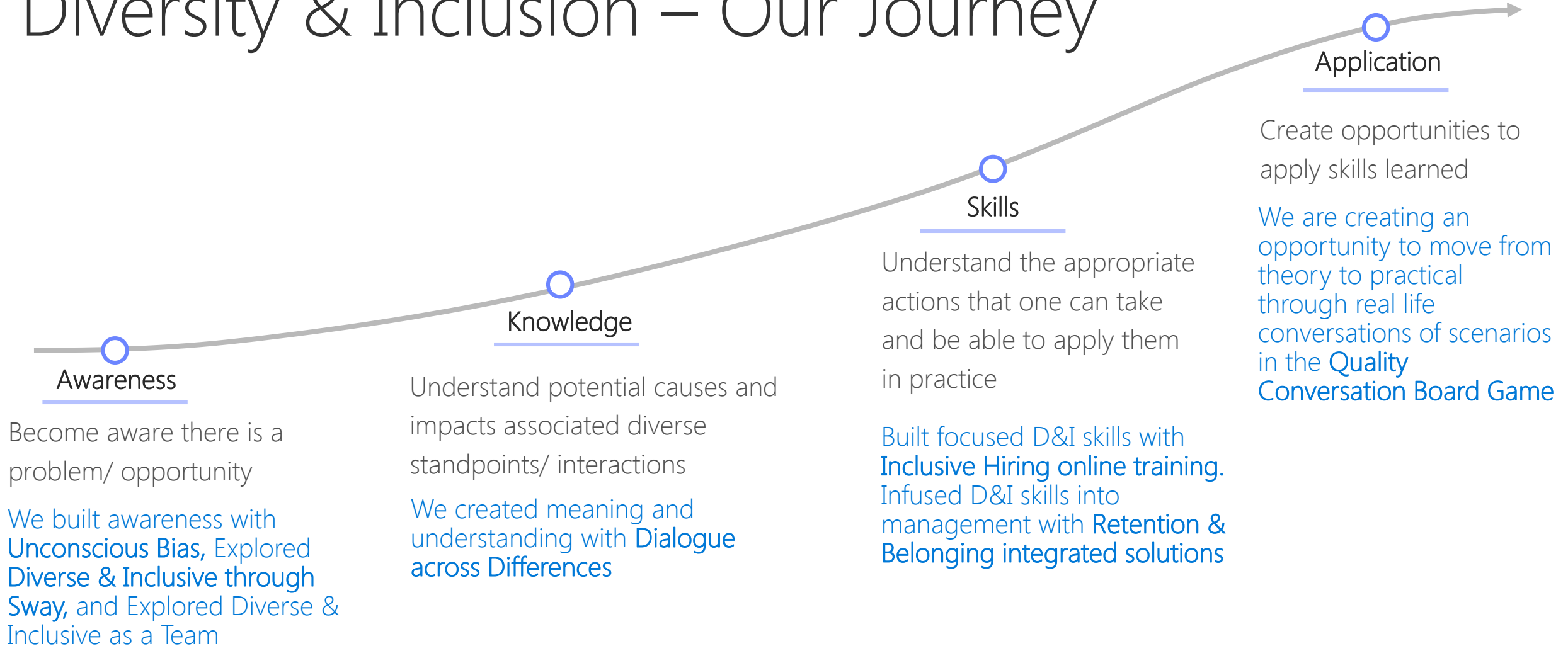


# Why is Diversity & Inclusion important to Microsoft?





# Diversity & Inclusion – Our Journey



# 50 Ways to Create an Inclusive Environment

## Err on the side of compassion

*Seek cross-cultural work opportunities*

Put yourself in someone else's shoes



Be mindful of your **LANGUAGE**

Provide coaching when you hear insensitivities

Learn about someone else's culture

Learn more about members of your team Give **EVERYONE** a chance to be heard



Be a champion of work-life balance

Support flexible working arrangements

**Challenge assumptions and remarks made by others**

*Attend an Employee Resource Group event*

Watch or read the international news

learn to see yourself as others see you

Become aware of your own communication style

**Practice continuous learning**

Value **different** perspectives

Presume positive intent during cross-cultural interactions

Seek out minority suppliers

Get to know people across different business groups



**SMILE!**

Schedule meetings at inclusive times



Encourage different types of communication

Be mindful of your gestures and non-verbal communication

Don't be afraid to ask a diverse person a question that puzzles you

**Listen generously**



Listen to the music of the world

Talk to others about their views on Diversity and Inclusion

ATTEND/CHEER A **SPORTING EVENT**



**Reserve judgement**

Avoid using unnecessary slang, jargon, colloquialisms

Make friends with someone different from you

Encourage your direct reports to participate in Diversity activities

**ADAPT YOUR LEADERSHIP STYLE ACROSS CULTURAL BOUNDARIES**

Know your roots and share your heritage with others

**Walk the walk,** don't just talk the talk

**BE ACCOUNTABLE**

Use differences to your advantage

Know what your body language is saying

**EXCLUDE NO ONE**

Participate in diversity & inclusion programs.

**Practice the Platinum Rule:**

*Treat others as they wish to be treated*

Eat **LUNCH** with someone **NEW**

Say "Thank you"

**Double check for understanding**  
**Double check for understanding**

Leave your door **OPEN**  
Avoid stereotypical remarks





# Accessible Technology

Paola Presutto  
Technical Account Manager,  
Microsoft  
@PiperITaPRO



There are no limits  
to what people can  
achieve when  
technology  
reflects the  
diversity of  
everyone  
who uses it.



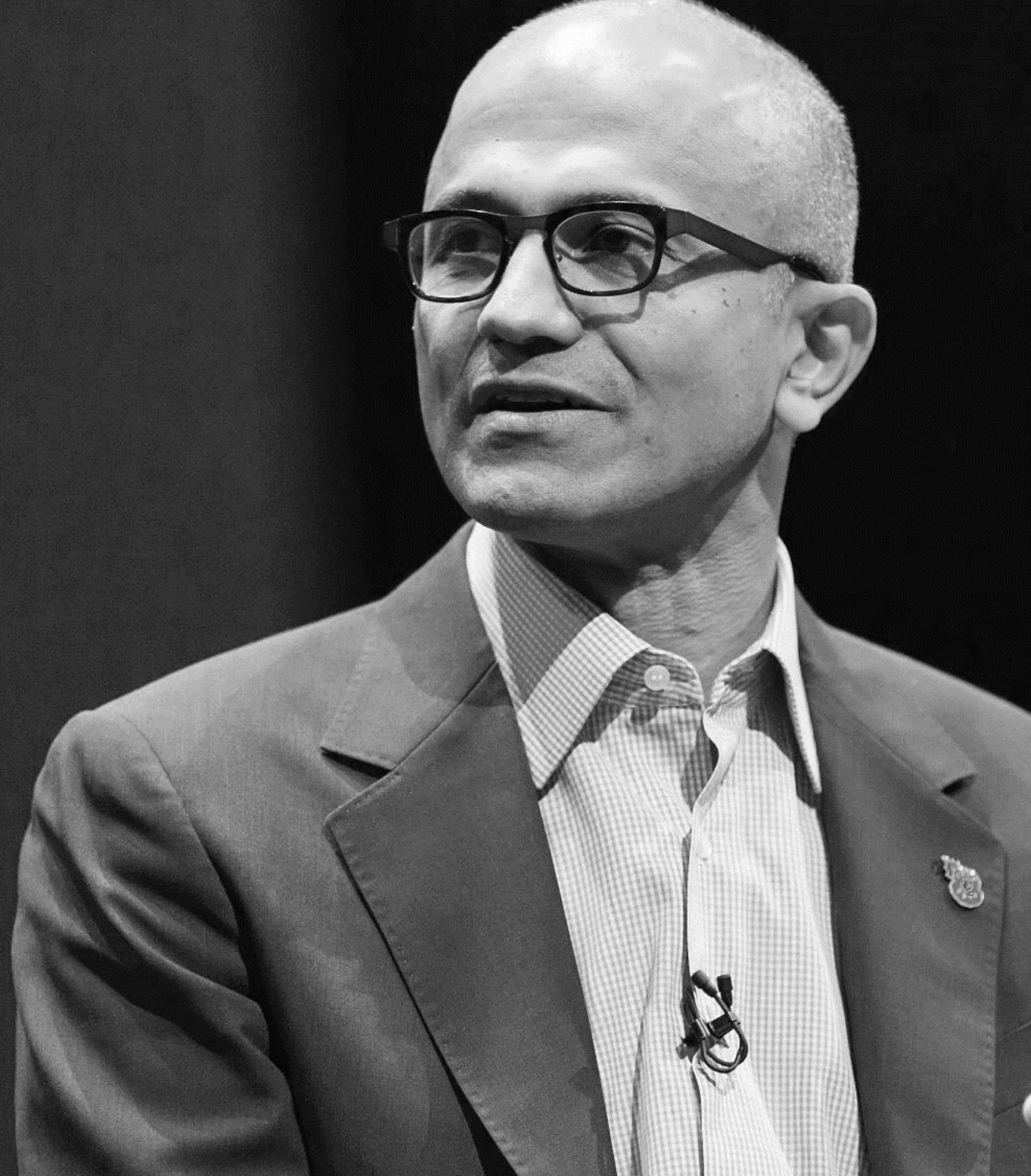


# Accessibility is our priority

"We will focus on designing and building products that our customers love and that are accessible to everyone and built for each of us."

Satya Nadella

Microsoft Shareholders Meeting,  
November 2016



# Disabilities affect over 1 billion people worldwide

## Visual



Colorblind  
Low vision  
Blind

## Hearing



Hard of hearing  
Deaf

## Cognitive



Learning Disabilities  
Seizure  
Autism

## Speech



Speech impediment  
Mute

## Mobility



Spinal cord injury  
Quadriplegia  
Arthritis

## Neural



Depression  
Bipolar  
Anxiety  
PTSD  
OCD

## Diseases can span disability segments

### Affects of Parkinson's Disease



Cognitive



Speech



Mobility

### Affects of ALS



Speech



Mobility



# The challenge



## LACK OF ACCESS AND REACH

People with disabilities are:

- Often last to gain access to the benefits of technology-based innovation
- Have barriers to employment, education, healthcare, transportation, technology and government services



## UNTAPPED POTENTIAL

People with disabilities:

- Significantly more likely to be unemployed and experience poverty\*
- **Over 70%** considered outside the labor force by Bureau of Labor Statistics
- For those in the labor force, the unemployment rate was **12.3%** (Nov. 2013)

\*recent World Bank study



## COMPLIANCE

- Gov'ts lack understanding on how to implement procurement standards around accessibility
- Gov'ts limited visibility of existing solutions that meet compliance obligations or standards

# Accessible technology empowers organizations



## **BOOST PRODUCTIVITY**

By offering experiences that let people work in their preferred way.



## **REACH EVERYONE AND FOSTER INCLUSIVE INTERACTIONS**

By making it easy to create and share accessible content.



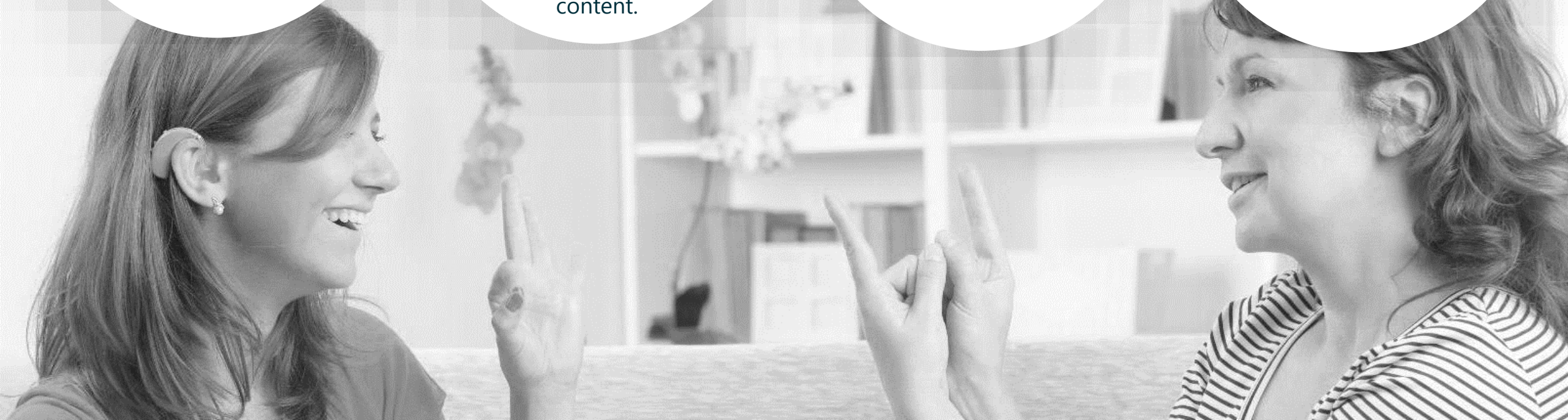
## **SIMPLIFY & MODERNIZE YOUR TECHNOLOGY**

By leveraging built-in assistive technologies and support services.



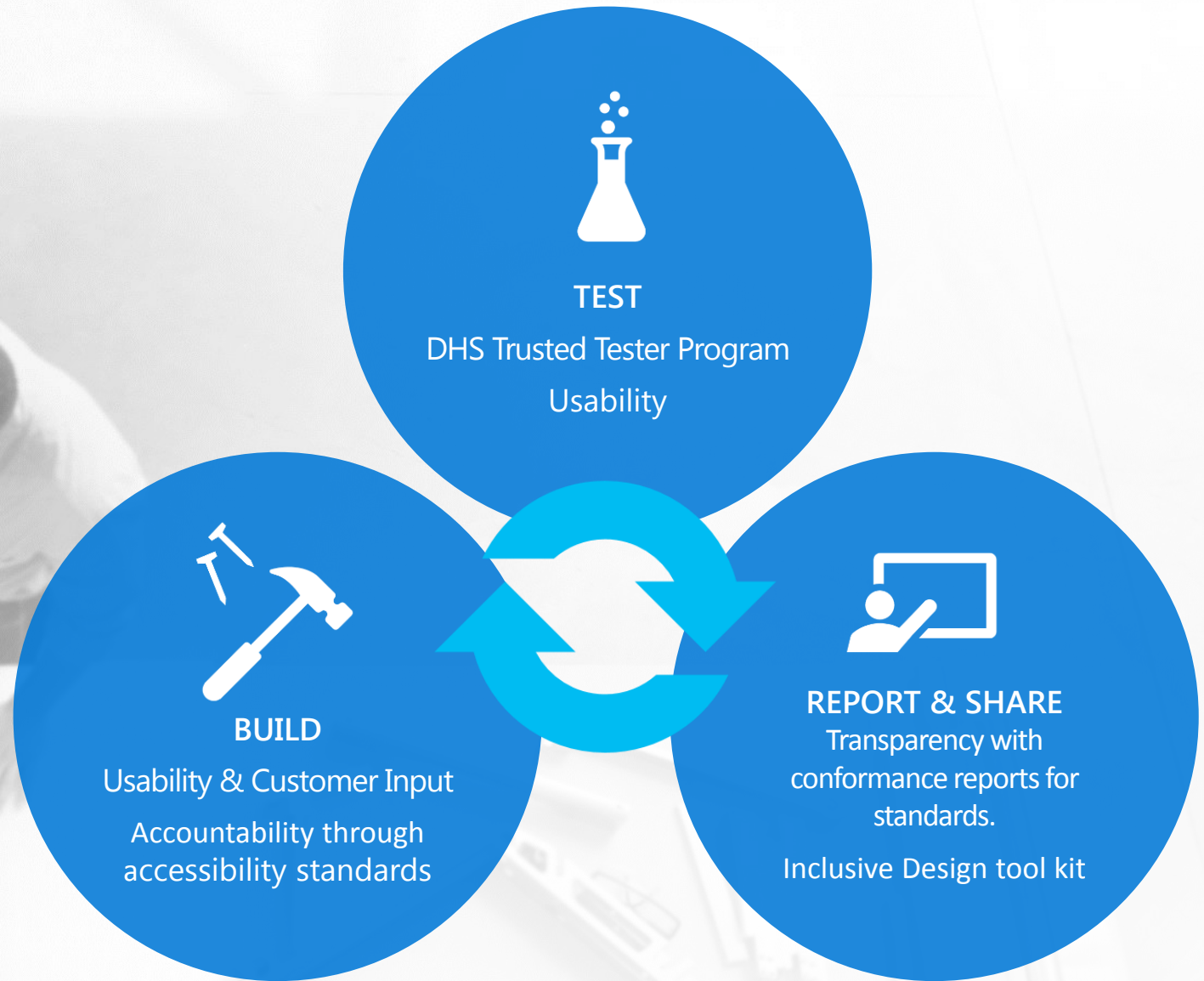
## **MEET ACCESSIBILITY REQUIREMENTS**

By procuring inclusive and compliant technologies.





# Our Process





# Windows 10 features make devices easier to use so everyone can do great things

## Visual



### FOR LIMITED OR NO VISION

Adjust size of text & images with [High Contrast themes](#); [Magnifier](#) and [Narrator](#)

## Hearing



### ALTERNATIVES TO SOUND

Reduce language barriers with [Skype Translator](#), use [Visual Alerts](#) and [Notification Delays](#), read with [Closed Captioning](#)

## Physical (mobility and speech)



### FOR LIMITED REACH OR STRENGTH

Voice Command with Cortana [Speech Recognition](#), typing and nav is easier with tools like [On-Screen Keyboard](#), [Sticky Keys](#) and [Filter Keys](#)

## Cognitive



### ENABLES EASIER FOCUS AND PRODUCTIVITY

Reduce distractions by turning off notifications and suggestions, and using features like Quiet Hours and [Edge Reading mode](#)

# Innovative solutions

There's a long history of technologies designed for people with disabilities moving into mainstream and impacting all of our lives. When we recognize exclusion and learn from diversity, we are able to solve for one and extend to many. This process is called ***inclusive design***. Our goal is to use inclusive design to create new ways for people of ***all abilities*** to communicate, consume and create accessible content on any device."

– **Clint Covington**,  
Principal Program Manager, Microsoft

## The Office 365 Accessibility Checker

helps everyone create inclusive content – prompting you to find and fix issues that might make your Word, Excel, and PowerPoint files inaccessible to individuals with disabilities.

WATCH

## Learning Tools for OneNote

Built in solution that can help everyone improve their reading and writing skills, including those with learning differences or a combination of any of the broad range of unique abilities.

WATCH





# Office 365 with accessibility built-in empowers people to work the way that's best for them



## CREATE CONTENT CONFIDENTLY

New, intuitive controls boost efficiency. Hands-free, eyes-free [Tell Me](#), [Researcher](#), [Editor](#), [Designer](#) and more



## CONSUME CONTENT INDEPENDENTLY

Key productivity experiences usable with assistive technologies. [Learning Tools](#) to read more effectively.



## COLLABORATE INCLUSIVELY

Content creators can [check and fix accessibility of content](#) before sharing/publishing



## STAY EFFICIENT & ORGANIZED

[Office Lens](#), [OneNote](#), [OneDrive](#), [Outlook](#) and more help store, sort, search and share content. Accessible from any device

# Create a digitally inclusive organization

Use technology to increase communication and collaboration for everyone

- Require all digital content to be accessible
- Purchase “authoring tools” to **enable the creation** of accessible electronic content and **prompt users** to correct accessibility errors
- Educate your work force on how to use authoring tools to create and share accessible content





“Technology empowers persons with disabilities to achieve more in the places where they live and work. As cities evolve and integrate new technologies, we can help them define what it means to be smart – and accessible – to make sure no one is left behind.”

Jenny Lay-Flurrie

Chief Accessibility Officer, Microsoft





Hackathon di due giorni sulle disabilità visive in Microsoft House!

<https://aka.ms/accessmi>

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