A Leader’s Guide: Finding and Keeping Your Next Chief Diversity Officer
Introduction

Diversity, inclusion & equity have become headline issues, putting pressure on organizations and leaders to respond in a meaningful way. Investors are also expressing their displeasure with discrimination allegations. Russell Reynolds Associates’ review of 2017 and 2018 incidents involving bad executive behavior showed that companies experienced an average 7 percent decline in market capitalization, or $4 billion, in the days and weeks following the news.

The upside associated with fostering diversity, inclusion & equity has also become more tangible. A 2018 McKinsey study found organizations with diverse boards and executive teams were up to 35 percent more likely to outperform than their less-diverse competitors.1 Our Diversity and Inclusion Pulse survey, which includes responses from more than 1800 leaders around the world, confirms that focusing on diversity has a positive effect on performance. In organizations where diversity and inclusion (D&I) is treated as a business priority, 75 percent of respondents said their employer set them up for their highest level of performance; that figure drops to 43 percent for those working at organizations that take a reactive approach to D&I or consider it to be merely a compliance issue.

These are not new topics. Yet as a result of current social movements, many organizations are pouring fresh energy into them. At the same time, many are appointing new leaders to oversee D&I as an organizational-level business issue. New Russell Reynolds Associates research finds 47 percent of companies included on the S&P 500 index currently have a chief diversity officer (CDO) or equivalent. Nearly two-thirds - 63 percent - of those CDOs have been appointed or promoted to their roles in the past three years.

The reality is that simply appointing a new CDO is not enough. Our survey data, which includes insights from 97 diversity leaders, shows that many D&I initiatives are disconnected from business priorities, and that CDOs often lack the necessary resources or organizational support to make lasting changes.

In this paper, we take a data-driven approach to analyze the CDO role and what makes it successful. We examine the career paths and competencies of today’s CDOs, based on the 234 CDOs currently at S&P 500 companies. We then uncover the barriers many CDOs face within their organizations. Finally, we look at the actions leaders and organizations can take to make CDOs more successful.

WE ADDRESS 3 KEY QUESTIONS:

01 What experiences and competencies define today’s CDOs?
02 What are the current barriers CDOs face in embedding D&I into the organization?
03 How can CEOs, CHROs and other top executives set CDOs up for success?

Anatomy of a chief diversity officer

We recently analyzed S&P 500 companies to understand how prevalent the CDO role is and the career paths that commonly lead to it. Our data shows that 234 of these 500 companies have a CDO (or someone with an equivalent executive-level title) who is responsible for D&I. Of these 234 executives, approximately half have a joint title, often related to human resources or corporate social responsibility.

Our analysis reveals that CDOs come from a variety of career paths before taking their roles. In our experience, no single profile is right for all companies, but rather, the best fit will depend on an organization’s goals and current stage in its D&I journey.

**CHIEF DIVERSITY OFFICER ARCHETYPES**

<table>
<thead>
<tr>
<th>Human Resources</th>
<th>Diversity &amp; Inclusion</th>
<th>Business</th>
<th>Communications</th>
<th>Legal</th>
</tr>
</thead>
<tbody>
<tr>
<td>45%</td>
<td>30%</td>
<td>17%</td>
<td>13%</td>
<td>11%</td>
</tr>
</tbody>
</table>

- **Human Resources**
  - Exposure to multiple aspects of HR, including talent management, and the ability to leverage the capabilities and support of HR
  - Experience directly advising business units and senior management
  - Larger pool of talent available

- **Diversity & Inclusion**
  - Proven track record of leading organization- or program-level D&I strategy
  - D&I thought leader and well-networked within D&I conferences, platforms and events
  - Understands how D&I initiatives can be integrated into the organization

- **Business**
  - Sound understanding of company culture and business challenges; able to link D&I initiatives to business results
  - Likely to have strong credibility internally
  - Often experienced in multicultural marketing or the creation of an inclusive go-to-market strategy for the company

- **Communications**
  - Strong internal communications skills which help influence and galvanize the organization
  - Strong external communications skills which help in becoming the voice of the organization

- **Legal**
  - Strong legal / employment
  - Law / compliance background is especially useful in an industry with underrepresented women and minorities
  - Experience directly advising business units and management

Note: Numbers do not add up to 100 because chief diversity officers may have more than one area of expertise.

Source: RRA analysis of 234 top diversity executives among the companies in the S&P 500 index as of December 10, 2018
CHIEF DIVERSITY OFFICER EXPERIENCES
The majority of CDOs have D&I or HR experience, but a number of them have also held other roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sitting Chief Diversity Officer</td>
<td>26%</td>
</tr>
<tr>
<td>Other D&amp;I Roles</td>
<td>52%</td>
</tr>
<tr>
<td>Human Resources</td>
<td>56%</td>
</tr>
<tr>
<td>Learning &amp; Development / Organizational Development</td>
<td>33%</td>
</tr>
<tr>
<td>Talent Acquisition</td>
<td>30%</td>
</tr>
<tr>
<td>Marketing / Sales</td>
<td>31%</td>
</tr>
<tr>
<td>Corporate Social Responsibility</td>
<td>25%</td>
</tr>
<tr>
<td>Management Consulting</td>
<td>17%</td>
</tr>
<tr>
<td>Legal / Compliance</td>
<td>16%</td>
</tr>
</tbody>
</table>

WHAT GOOD LOOKS LIKE: CHIEF DIVERSITY OFFICER COMPETENCIES
CDOs who are successful have a common set of competencies that allow them to collaborate and influence across functions. Leading CDOs are ambidextrous leaders who can simultaneously play the following five roles:

**Strategic Executors**
Able to build a comprehensive D&I strategy, not just launch single programs. Alternatively, able to lead organizational change initiatives. At the same time, have strong execution skills, ideally with the ability to manage teams and budgets.

**Data-Savvy Storytellers**
Able to inspire and educate, galvanize support and tell compelling stories. At the same time, able to take a metric-driven approach to D&I and establish KPIs and accountability mechanisms to keep the organization focused on diversity goals.

**Influencer Champions**
A D&I champion who can influence change and positive behaviors across the organization. At the same time, able to hold leaders accountable to metrics and drive results without formal authority.

**Savvy and Authentic Communicators**
Able to astutely communicate internally, and externally as required, on behalf of the organization. At the same time, able to ask difficult questions, accept direct feedback and demonstrate perseverance and grit through slow progress.

**Pragmatic Disruptors**
Bold enough to question status quo and shatter biases to create equal opportunities. At the same time, wise enough to know when to slow down the pace of change and focus on core priorities.
Lessons from chief diversity officers

Our research shows that CDOs have the potential to significantly affect D&I success, particularly when they have the authority and skills to set D&I strategy. However, too often, this potential is diminished due to poor executive fit or a lack of organizational support. Without adequate commitment from the CEO and other top leaders, nearly any D&I strategy is destined to be viewed as a “nice-to-have” option rather than a necessity.

To learn more about how the CDO role is currently structured and what friction may exist between CDOs and the organizations they serve, we surveyed 97 CDOs from our network. Our data suggests that executives charged with leading D&I efforts are not well-equipped to spearhead the necessary organizational changes. They face three major pain points:

1. STRUCTURE AND RESOURCING: CDOs HAVE MANY RESPONSIBILITIES, YET MORE THAN HALF ARE NOT RESOURCED TO TO FULFILL THEM.

The CDO is an exceptionally multi-faceted role, with responsibilities ranging from organizational development to strategy-setting to legal concerns depending on the organization. We find that about half have additional roles unrelated to D&I which may hamper their ability to maximize results. Historically, organizations may have selected influential business leaders to champion internal D&I strategy on top of their existing responsibilities. Over time, however, it has become clear that D&I warrants its own resourcing, expertise and full-time leadership.

WHERE CDOs SPEND THEIR TIME

Those we surveyed focus most on organizational development, with less attention to legal/compliance topics

| CDOs have a range of responsibilities, but 53% of them hold an additional role unrelated to D&I. |
| Organizational development 68% |
| Learning and development 55% |
| Talent Management 49% |
| Talent Acquisition 39% |
| Human resources 36% |
| People analytics 24% |
| Management consulting 43% |
| Diversity and inclusion strategy 36% |
| Legal/compliance 33% |
| External communications 32% |
| Internal communications 32% |
| Corporate social responsibility 31% |

Source: Diversity and Inclusion Pulse, Russell Reynolds Associates (2018); CDO N = 97

2. Russell Reynolds Associates Diversity and Inclusion Pulse 2017
2. DATA AND ANALYTICS: CHIEF DIVERSITY OFFICERS SEEM TO BE MISSING – OR UNDERUTILIZING – KEY D&I DATA.

Understanding the demographics of the workforce and their dynamics at different levels of the organization is a core component of a CDO’s role. However, only 35 percent of CDOs say they have employee demographic data, leaving the majority without hard numbers to support their work. In some cases, this may be due to frequent turnover in the role or the lack of a consistent corporate D&I mandate that calls for regular data collection or analysis.

In addition, while the vast majority of CDOs measure engagement survey results, relatively few are relying on survey findings to drive D&I strategy. This may imply a lack of analytics expertise or resourcing, as CDOs often have specialists on their teams to tap for such competencies.

3. INTEGRATING D&I INTO THE BUSINESS: D&I STRATEGY REMAINS DISCONNECTED FROM BUSINESS STRATEGY

Most business leaders will voice support for D&I initiatives – but their actions do not always follow. Among all leaders surveyed, D&I came in last on a list of eight potential business priorities. At the same time, CDOs believe that business strategy is one of the weakest drivers of D&I strategy. If executing D&I strategy does not also contribute to business goals, CDOs understandably face an uphill battle in convincing business leaders to fully engage.
Implications for organizations

FOR ORGANIZATIONS: HOW TO SET YOUR NEXT CHIEF DIVERSITY OFFICER UP FOR SUCCESS

Choosing executives who possess the right competencies for the role and the right experiences for the organization will go part of the way to making the CDO effective. However, the existing leadership team that is scoping and hiring for the role also has a part to play.

FOR ORGANIZATIONS: BEFORE EMBARKING ON A SEARCH FOR ITS NEXT CHIEF DIVERSITY OFFICER...

01 Align on the core D&I mandate: Whether it’s workforce metrics, corporate culture, or negative press, most organizations have a pressing need that drives them to seek a CDO. Defining this need will determine the scope of the role and the best CDO profile to tap.

02 Get leadership buy-in for the role: Regardless of what the core issues are, the organization must have buy-in from key stakeholders on the executive leadership team.

03 Assess the readiness for change: Acknowledge that a healthy appetite for change, backed by top leadership, is required for the CDO to be successful.
AFTER APPOINTING A CHIEF DIVERSITY OFFICER, ORGANIZATIONAL LEADERS CONTINUE TO PLAY A BIG PART IN THE EXECUTIVE’S SUCCESS OR FAILURE.

The CDO can only be successful in driving a D&I mandate when executive leadership team members are aligned with that mandate and exhibit the inclusive leadership behaviors that show true commitment to D&I. It is also important for organizations to hold leaders accountable for fostering D&I initiatives in their respective spheres of influence. In the most successful cases, the CDO is galvanizing the leadership team around a shared change mandate that leads to defined outcomes.

What leaders can do to make their CDO successful:

...FOR THE CHIEF DIVERSITY OFFICER

Resource
Adequately resource the chief diversity officer based on their skills and remit. E.g. do they have a people analytics resource? Do they need a compliance / employment law resource?

Position
Ensure that the chief diversity officer has regular exposure to the highest levels of the organization and there is a structure in place to support this, for instance sitting on the D&I council, having quarterly reports to the CEO or board, etc. More importantly, ensure they feel empowered to drive change.

Educate
Arm your chief diversity officer with a deep understanding of your business and the types of challenges that you face. They will need this to build credibility and high trust relationships with business leaders.

Define/Measure
Define and align on what long term success looks like; improved metrics, better engagement survey results, stronger employer brand, etc. Ensure the chief diversity officer is genuinely empowered to affect change in those areas.

...FOR THEMSELVES AND THE ORGANIZATION

Ensure Accountability
Ensure the right measures are in place to hold the leadership team accountable to D&I goals, e.g. leadership scorecards, KPIs, etc.

Invest in Training
Coach inclusive leadership skills at all levels of the organization so people have the language and skills to meet those goals.
Checklist for finding – and keeping – your next chief diversity officer

BEFORE APPOINTMENT

☑ What are the key diversity and inclusion-related pain points in your organization?

☑ Have the CEO and the executive team bought into the need to hire for this role? Do they have an appetite for the types of changes CDOs are intended to lead?

☑ Will the new CDO develop a new D&I strategy or just deliver on an existing strategy?

☑ Which CDO profile is most appropriate for your organization at this time? How will you compensate for skills gaps? What competencies are most needed?

☑ To whom will the role report? How will the CDO partner with the CEO and the CHRO? Who are other key stakeholders?

AFTER APPOINTMENT

☑ Does the CDO have adequate resources based on his or her mandate and skills? For example, if the CDO does not have an HR background, is a people analytics resource available?

☑ Does the CDO have a working relationship with top leadership at the organization? Realistically, is the executive empowered to drive change?

☑ Does the CDO have a deep understanding of the business, which is a prerequisite to creating effective and high-trust partnerships with business leaders?

☑ What does long-term success look like for the CDO? Improved metrics, better engagement survey results, stronger employer brand are some potential answers.

☑ What measures are in place to keep the leadership team accountable to D&I goals?

☑ Do leaders know the vernacular and have the skills to meet the D&I goals they have been given?

METHODOLOGY

We gathered insight in two ways to take a data-driven look at the CDO role:

Diversity and Inclusion Pulse Survey: In our second annual Diversity and Inclusion Pulse Survey, we asked more than 1800 executives around the world about their organizations’ D&I strategies and practices, as well as their own experiences and perceptions related to D&I in their work environment. Within this group, we surveyed 97 CDOs who provided specific information on their roles, responsibilities and stakeholders.

S&P 500 Analysis: We analyzed the companies that comprised the S&P 500 index as of Dec, 10, 2018 to determine which ones had chief diversity officers or executives in equivalent roles. Using proprietary data as well as LinkedIn, we charted the career paths those CDOs have taken. Twenty-five percent of the CDOs are with consumer companies, 17 percent are employed by financial firms, 15 percent are with IT companies, 14 percent work for industrial companies, 11 percent are at health care firms, and the balance are at firms in other industries. Seventy-six percent of current CDOs are female; 24 percent are male.
AUTHORS

REBECCA GLASMAN co-leads Russell Reynolds Associates’ Diversity & Inclusion practice and is a senior member of the firm’s Financial Services sector. She is based in New York.

TINA SHAH PAIKEDAY leads Diversity & Inclusion advisory services as a member of Russell Reynolds Associates’ global Leadership & Succession practice. She is based in San Francisco.

HARSONAL SACHAR leads knowledge for Russell Reynolds Associates’ Diversity & Inclusion practice. She is based in Toronto.

ALIX STUART is a writer with Russell Reynolds Associates’ Center for Leadership Insight. She is based in Boston.

CISSY YOUNG co-leads Russell Reynolds Associates’ Diversity & Inclusion practice and is a senior member of its Global Biotech & Pharmaceuticals practice. She is based in Boston.

Russell Reynolds Associates is a global search and leadership advisory firm. Our 425+ consultants in 46 offices work with public, private and nonprofit organizations across all industries and regions. We help our clients build teams of transformational leaders who can meet today’s challenges and anticipate the digital, economic and political trends that are reshaping the global business environment. From helping boards with their structure, culture and effectiveness to identifying, assessing and defining the best leadership for organizations, our teams bring their decades of expertise to help clients solve their most complex leadership issues.

www.russellreynolds.com

GLOBAL OFFICES

AMERICAS
- Atlanta
- Boston
- Buenos Aires
- Calgary
- Chicago
- Dallas
- Houston
- Los Angeles
- Mexico City
- Miami
- Minneapolis/ St. Paul
- Montréal
- New York
- Palo Alto
- San Francisco
- São Paulo
- Stamford
- Toronto
- Washington, D.C.

EMEA
- Amsterdam
- Barcelona
- Brussels
- Copenhagen
- Dubai
- Frankfurt
- Hamburg
- Helsinki
- Istanbul
- London
- Madrid
- Milan
- Munich
- Oslo
- Paris
- Stockholm
- Warsaw
- Zürich

ASIA/PACIFIC
- Beijing
- Hong Kong
- Melbourne
- Mumbai
- New Delhi
- Shanghai
- Singapore
- Sydney
- Tokyo

© Copyright 2018, Russell Reynolds Associates. All rights reserved.