

## Valuing DEI Insights Amidst Strife in the Middle East

DEI leaders worldwide are being called upon during times of crisis. The crisis and conflict in the Middle East is especially polarizing and it feels particularly hard to give advice on words or actions.

Seramount wanted to open a safe platform for our partner organizations to voice their experiences, questions and concerns during these volatile times

**Employee Voice Session (EVS), powered by our Assess360 solution** ensured a fully anonymous environment where over 100 DEI executives joined to openly share insights and challenge prevailing thought leadership. **Here are some key insights from our recent session:**

**Almost Half**

of the participants said that addressing the hostilities post-October 7 has been a priority, taking time and energy to tackle.

**49 percent**

### What Are DEI Leaders Hearing From Employees?

- ▶ "Concerns that after a statement was made, no additional support will follow."
- ▶ "Extreme opinions and feelings on both sides. They feel like leadership is taking sides."
- ▶ "Concerns about lack of balance and inclusion in our top leader's messaging."
- ▶ "Our ERGs want to be involved but we don't have the best guidance to show both sides."
- ▶ "People are scared to speak freely depending on what their POV is on the issues at hand."
- ▶ "Employees are disappointed that we haven't said anything. They expected us to live up to our values of inclusion, but our leaders have decided not to weigh in at this time."

"Due to the complexity [DEI] must be in collaboration to walk through sensitivities, awareness and various nuances. **The first initial message stood with employees in the region** since we have an office there."

"**Our first message flopped.** DEI wasn't consulted and it was apparent. The balance needs to remain focused on supporting the individual and ours did not."

**70 percent** of participants noted that releasing a public statement is not in process or under consideration.



**Only 3 out of 10** participant organizations have released a public statement. However, **74 percent** have issued an internal statement.

## Stability in Instability: The Positive Effects of Safe Spaces in Volatile Times

The transformative power of a safe, anonymous space to openly share during critical moments of unrest cannot be underestimated. Our [Employee Voice Session \(EVS\)](#) technology, which captures the essence of these conversations, revealing rich qualitative stories behind statistics.

As one Chief Culture Officer from a Global Insurance Company shared, **“Holding one Employee Voice Session<sup>SM</sup> is akin to conducting sixty one-on-one interviews simultaneously.** There's no other tool that captures employee insights so compellingly.”

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We appreciate the continued support through sessions such as these from Seramount. Sharing best practices, lessons learned from other organizations is very valuable.

*Anon-164*

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Thank you for hosting! I don't feel so alone and get that we are in good company with our experience with this event.

*Anon-152*

**Our EVS technology also captures why DEI leaders should be included in conversations when addressing crises, political challenges, and developing situations during uncertain times.**

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Without DEI at the table, we're finding the company's messaging is missing the mark on so many levels. A balanced, well-informed response is the goal and the current responses under consideration are missing that.

*Anon-164*

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Had [DEI] been involved; the [first] message would have been more balanced. The second message we administered looked like were backstepping.

*Anon-478*

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DEI can provide a more balanced statement that considers the breadth of the employee base and the ensure language used is inclusive. Words do matter.

*Anon-169*

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This response has an impact on a multitude of individuals with different experiences and views. D&I teams can make sure that we are doing our best to communicate something meaningful and genuine while limiting ill feelings or feelings of resentment.

*Anon-447*

▶ If you'd like to conduct an EVS session at your own organization to hear what your employees are experiencing first-hand, [please contact us to set up a consultation.](#)