



# Building Equity, Diversity and Inclusion at the City of Hamilton



In 2021 the City of Hamilton worked with an outside consulting firm to develop an EDI Framework that would set the stage moving forward for EDI initiatives and policies.

This framework was the underlying business case to develop an effective EDI program for staff at various levels within the organization. The question was: should they build a program from the ground up, or partner with an organization who already had an established course and focus their efforts elsewhere in this project?

After much research and investigation, a decision was made to partner with EDLS/Harvard to implement the Diversity, Inclusion, and Belonging course from Harvard ManageMentor.

**HARVARD**  
 ManageMentor®

**“This course is powerful. First it was fascinating and spoke to my learning experience with colleagues and is likely one of the best courses I’ve taken. Understanding Diversity and how to include the strengths of this learning is becoming a defining organization pillar – we must do this exceptionally well.”**

Acting CEO – City Housing  
 CityHousing Hamilton  
 Corporation

## CLIENT SUCCESS STORY

### CHALLENGE

> Develop and deliver a Diversity, Equity and Inclusion program for City of Hamilton management staff with limited impact to their daily activities or routines.

### AUDIENCE

> *More than 600 full time staff at various levels across the organization.*

### RESOURCES

> *Harvard ManageMentor Diversity, Inclusion, and Belonging Course.*  
> *Harvard related tools and supplemental content.*

### IMPACT

> Completion rate in excess of 98% - exceptionally high compared to previous programs.  
> Great accolades from staff at all levels.  
> By meeting people "where they are" the program was deemed to be more accessible by staff at various levels and locations.  
> The targeted nature of the program allowed for "quick learning" and "momentum" which aided greatly in the programs success.  
> Established an EDI baseline across the organization.  
> Changed the Employee Value Proposition in a positive direction to aid in recruitment and retention efforts.

*For information on how EDLS can help you with your Diversity program needs please contact your EDLS Representative or [info@edls.com](mailto:info@edls.com).*

## Keys to Success

There were several factors that went into making this program successful:

1. **Management Support** is key for any initiative like this. Leaders not only need to say they support such initiatives but need to participate fully to demonstrate their commitment.
2. **Accountability** - everyone needs to be accountable for their role in rolling out and supporting such an initiative.
3. **Recognition** - staff enjoyed being able to receive a Certificate of Completion and/or a Digital Badge for completing the course.
4. **Quality content** - the content needs to have a balanced tone and appeal to learners with many different needs and learning styles.
5. **Flexibility** - allowing users to take ownership of their learning journey while connecting with others to share experiences.
6. **Quality Partner** - working with a true partner who will support your vision and provide expertise and guidance along the way increases the chances for success.

**"I found the HMM training on Diversity, Inclusion and Belonging to be engaging and informative. It is an interactive format that offers practical advice and strategies to help advance a more inclusive workplace culture."**

Senior Project Manager, Dept Initiatives  
Hamilton Paramedic Services, Healthy & Safe Communities



**"The HMM training for our leadership team has significantly raised awareness and created a mindful approach to incorporating EDI into our everyday work environment. The bonus is that we can all take this information home and share it in our personal lives as well."**

Manager, Building Inspections  
Building Division, Planning and  
Economic Development