



# ID, Empowered by Accenture - Closing Keynote: What does the future look like?

## VIDEO TRANSCRIPT

[0:22 - 1:09] **Simon Eaves:** Hi, there everybody. Thank you for joining the wrap up over the last couple of days. Wow! What a journey? I hope transformative in many ways for you all. Just a brief recap, right? The first day on Identity to Equality. David's discussion and challenge around being proactively anti-racist set the tone for where we need to go. And then, Barbara Harvey's discussion on wake-up call; wake-up call for us all that COVID looks to all indicators to set us back in some way around equality and diversity, given the dynamics that it has shown us and that we need to think proactively about how to change the game to make sure we move forward rapidly.

[1:10 - 1:35] And then, day two, when the essence was around the uncomfortable conversation; the uncomfortable conversation, yeah, Adam talking to us around disability, Shaheen discussing women in politics and Andrew Pearce bringing the power of dial towards the level of honesty and openness with which we now need to take on the next level of conversation on all there to step in was loud and clear.

[1:37 - 2:21] So in wrapping up, where do we go? Where do we go with all of this? Well, I'm sorry, but we have to start with recent events, you can't consider moving forward on our topic without recognizing that the recent events and the murder of Sarah Everard. That what happened in the U.S. with George Floyd and although the positivity of the Black Lives Matter movement, that it shows we've got such a long way to go in so many dimensions of our society and the behavior of so many folks. And with that COVID risk of us stepping back that together, we need to think about how we move forward with a pace and a vigor which would put the previous activities into an embarrassing sort of shallow set of activities.

[2:22 - 2:43] And that when you start to understand with a level of openness, that we're now having the conversations the deep and often hurtful experiences that people are still having, sometimes I feel a collective shame and we've got to take those on and understand them and take them in at a totally different level.

[2:45 - 3:36] Now, we also just had a session on making a measurable impact. And it was a refreshing session, I thought

that actually, some time ago, we'd have thought that setting KPIs was the answer. And those KPIs have helped drive a level of change. But it was clear from that discussion, there's another wave coming, there's another whole agenda set coming. And whilst, the targets themselves provide a useful level and an ambition, which drives some action, that culture underneath that a level of new transparency of what's going on to achieve the targets and the essence of cultural and leadership, behavioral change, if we're going to get to the next level, we're still just in the foothills of making advantage of that targets play their role, but this recognition that it's way deeper than that, across so many dimensions was clearly evident.

[3:37 - 4:36] And so where did all of that sort of lead us to, it led us to the essence of what these last two days have been around and about. And it's the essence of recognizing that the next movement is to continue to think and consider diversity deeply, but move on to a place of inclusion. And that everybody's identity, everybody's unique experience, everybody's culture and background is part of what we need to understand. And it's only through that that we take on the uncomfortable conversations. And the uncomfortable conversations, if we go to that inclusive environment, are about the giver and the receiver. It's about the person who lives and breathes that discomfort explaining it and the receiver, the person who needs to understand it going into the depth to be frankly to deconstruct some of their own thinking and to prepare to reconstruct a different behavior in their life.

[4:37 - 4:53] And that level of thinking is the philosophical shift that we fundamentally believe is the next wave to move at an aggregate level but also removed so many of the micro-aggressions which seem to be accepted as the norm in society and often in work.

[4:55 - 5:48] So if that's the agenda, what might be you know, a few key places we go. Well, we believe that everyone has a role to play if you take the logic of inclusion, everybody listening, all of our families, friends, all of our work colleagues, everybody at Accenture and everybody who might be listening from key companies that we work with, everyone has a role right here right now to adopt this thinking of inclusion. And that does mean in particular lead us stepping up to a whole new agenda, right? Just a whole new agenda to challenge our preconceptions around what was good enough before is no longer good enough today. And that change is really, really significant and needs a deeper level of understanding and awareness and inclusivity and humility in our conversations.

[5:49 - 6:26] But also, it's whether, you're setting off on your career and how you behave to your colleagues. If you're setting up a team for a project and you're bringing the associated diversity and establishing the right behaviors and correcting the wrong, it happens at each and every level. And I know that that requires a step up in so many areas and can feel overwhelming. But it's only through that, it's only through addressing all of these points in a totally inclusive way. And it's all being prepared to step up that I believe and we as Accenture believe we will start to take the next stage.

[6:27 - 7:11] The second level is, I do believe we're entering a period where businesses play a greater role and their connections to other organizations in society are fundamentally a big movements for change, both in terms of how we behave as a company, but the impact we can have on society. And it's no longer good enough to think about self and company, we need to think about the greater whole of the society and the

economy we live in. So whether it be kick-start, whether it's the inclusive economic partnership, whether it's the movement to work, those activities remain fundamental and we more and more as companies and as individuals need to get back to giving to society, on recognizing the benefit that gives on this journey we're all on.

[7:12 - 8:15] And then, the final factor and I'm delighted we went here as Accenture is the importance of 360. And everything, the essence of what that is because if you actually start to understand that I'm going to steal a phrase from Peter Lacy from the other day, the essence of 360 is, it's about value and values; value and values. And the value of what we do still needs to remain in terms of delivering what we do, because we're all paid to do something in this world, and we need to deliver at time cost quality. But the values, the values in 360 are around sustainability and the movement to biodiversity in the environment, which also has economic impact into diversity, but inclusion and diversity as a standalone topic, and the development of talent and the removal of the digital divide. The essence of those have been added to what we should deliver for our clients and the essence of what we represent to industry and how we judge ourselves, value and values at a company level.

[8:16 - 9:11] So in closing, Rebecca took a key word from me, which is my big word that I've hung on to over the last year or so of where we go next. And it's the word of hope. I genuinely believe that. Although the conversations are really tricky, gives me hope that at last we're having them. And that through having the conversations and having discussions like we've had over the last couple of days that I hope that we can start to change people more deeply. And confidence that actually where society is out there is an appetite to take on these things with a deeper level and confidence in the power of Accenture and all of you

and the emphasis of Britain to basically make a difference and be at the forefront of this in this new inclusive model.

[9:12 - 9:20] So finally, with that, I'm going to now hand over to Melanie Eusebe to give a wrap up from her perspective. Melanie, over to you?

[9:21 - 9:41] Melanie: Thank you so much, Simon and there are so little that I have to add to your session. You've wrapped it up absolutely perfectly. And I just wanted to leave you with a few key thoughts as individuals who have attended this session over the last or a session over the last two days.

[9:42 - 10:31] We've brought together some of the most amazing thought leaders in the I&D space and quite frankly, they have left us with no alternative but to follow three actions. The first one, I would say is to keep having the conversations, no matter how difficult even though I have been a diversity advocate for almost 30 years now, quite frankly, my eyes were opened up when I spoke to Adam Pearson, or even speaking to David Olusoga yesterday. And they taught me that there are some areas in our lives that we are uncomfortable with. And let's have those uncomfortable conversations no matter how difficult so that we can reach and then the main conclusion together in agreement.

[10:32 - 10:59] The second action is for us to all take action, as allies, as allies of each other. No matter how large no matter how small, each action does actually make a difference. And so, we have now been called to a higher form of allieism, in the events that we've just spoken about that Simon's just mentioned. And it's on each and every one of us to create the culture that we wish to see.

[11:00 - 11:31] And then, third, my personal favorite, is to have grace with yourself and with each other, because this

journey is not easy. And this journey will not end tomorrow. It's not a series of quick fixes. It's a journey that takes individual decisions by each and every one of us every single day. And so sometimes we will mess up, sometimes someone will mess up with us. However, grace is the grease of those wheels, so that we can keep on moving forward together.

[11:32 - 12:29] I hope that you found these incentive all of the sessions as inspiring as I have and thankful for all of you coming here and giving us your precious time in a time poor world. And the action that we take as individuals, as organizations and as communities will create the change which we want to see. The personal stories of identity have shown us all that there's so much to every single one of us more than we all can see. And I'm thankful for all of our speakers and our contributors that have been so open and sharing with us and telling us their stories. The two-day event is coming to a close. But it launches the opening of our hub, our I&D hub, it marks the launch. And we'll be sharing and continuing to share thought leadership, inspiring stories and articles every month. So we hope that you'll find this resource helpful.

[12:30 - 12:37] I'm looking forward to us continuing these conversations throughout the year. Thank you so much. And we'll see you soon.