The "I" in D.E.I.

Why is it important to be a more inclusive leader?

Inclusion is a reciprocal process and is highly beneficial to individual job performance and team effectiveness. It's important for leaders to have practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment that encourage:

To act as an inclusive leader, one must be willing to develop and demonstrate:

- Interpersonal trust by considering all points of view and find common ground for collective success across all differences.
- Empathy, discernment, and good judgement to meet the demands of different situations and the performance needs of all.
- The ability to normalize healthy ongoing conversations about diversity, equity, and inclusion through intentional culture training.
Learn more about Diversity in the Hospitality and Tourism Industry:

**Hospitality Diversity Starts with Inclusion**

**How to build a workplace environment of diversity, equity, and inclusion**

**DIVERSITY COMMITTEE IN ACTION:**

Our first launch newsletter was sent to 2,383 unique recipients, of which, 915 were opened, which resulted in a **38.3%** open rate!

**Why is Diversity, Equity and Inclusion Important to the Central Florida Hospitality Industry?**

On Tuesday, July 12th, CFHLA hosted our July Allied Relations Council Breakfast at the Sheraton Lake Buena Vista Resort, which featured a panel discussion on why diversity, equity and inclusion is so important to the Central Florida Hospitality Industry. The discussion was moderated by Jesse Martinez, CFHLA Immediate Past Chair and General Manager of The Alfond Inn at Rollins, and featured the following panelists: Jorge Reyes General Manager Holiday Inn Club Vacations - Orange Lake Resort, Cindy Staley General Manager B Resort and Spa Lake Buena Vista, and Justin Williams General Manager Grand Bohemian Hotel Orlando and CFHLA Diversity Committee Co-Chair. Below are a few photos from the breakfast.
CFHLA Member Spotlight

Last month, Orlando Business Journal honored 14 people and businesses in the Central Florida area, as the 2022 Diversity in Business Awards honorees.

One of those honorees was CFHLA Diversity Committee Co-chair and General Manager of the
Grand Bohemian Hotel Orlando, Justin Williams, who was honored as the Outstanding Diversity Champion.

Additionally, four other CFHLA members were recognized including:

- Dr. Phillips Center For The Performing Arts
- Lake Nona Wave Hotel
- Orlando Health
- University of Central Florida

These award winners — four individuals and 10 organizations — have surpassed expectations in bringing diversity, equity and inclusion (DE&I) issues and opportunities to the forefront within their own companies and externally within their respective industries or in the community at large. They have also advanced important initiatives to ensure a more equitable environment and have served as champions to give a voice to those who historically haven't had a say.

Congratulations!

#Diversity #HospitalityStrong #CFHLA

Industry Spotlight - Hilton
Inducted into DiversityInc's Hall of Fame

Hilton has been inducted into DiversityInc's Hall of Fame as a Top Company for Diversity. This honor follows Hilton placing #1 on the Top 50 Companies for Diversity in 2021 and it continues to prove its leadership in
What Is Unconscious Bias?

We all have unconscious biases—our brains take in more information than they can process, so we rely on mental shortcuts to simplify the world around us. In other words, we rely on stereotypes.

For more information, [CLICK HERE](#).

Get Involved

We need your voice!

Consider attending one of our upcoming CFHLA Diversity Committee meetings:

- Monday, August 22, 2022 – 1:00 pm at the CFHLA Offices
- Monday, September 19, 2022 – 1:00 pm at the CFHLA Offices
- Monday, October 17, 2022 – 1:00 pm at the CFHLA Offices
- Monday, November 14, 2022 – 1:00 pm at the CFHLA Office

For additional information regarding the CFHLA Diversity Committee and subcommittees, [CLICK HERE](#), or please contact Melanie Anesh, at melanie.anesh@cfhla.org.

A Message from our President/CEO

“On Behalf of the CFHLA Board of Directors, I wholeheartedly endorse the outstanding presentation abilities of our Allied Member Tekoa Pouerie, relating to the difficult topics of America's cultural bias and social injustices. Ms. Pouerie has consistently challenged myself and our members to rethink the topic and to take appropriate individual and organizational actions.”

Robert Agrusa
President | CEO Central Florida Hotel & Lodging Association

Thank you to our Newsletter Sponsor, Tekoa Pouerie!
Want to learn more about bias? Need support navigating this conversation?

Please contact Tekoa Pouerie at www.tekoapouerie.com or (407) 602-8189.

Tekoa Pouerie is a subject matter expert on explicit and implicit bias who has trained over 10,000 individuals throughout the U.S. and abroad. Most recently, Tekoa has both consulted and provided training for the CFHLA Board of Directors and is actively involved within the association.