

Chartering the Minneapolis IT Equity and Inclusion Board

Case Study Summer 2022

Background

The City of Minneapolis took center stage in 2020 with the murder of George Floyd by a police officer. As the city, state, and nation grappled with systemic racial injustice woven into society; it became clear that meaningful action must be taken.

In April 2022, NCXT and the City of Minneapolis IT Department entered a partnership to assist in the creation of the Equity and Inclusion Board (EIB) charter. The creation of the EIB centers on actualizing a more equitable and inclusive IT department.

Methods

NCXT uses the ADKAR model of change management. Our projects focus on building **A**wareness, **D**esire, **K**nowledge, **A**bility, and **R**einforcement.

Awareness

Desire

Knowledge

Ability

Reinforce

The project was split into three stages, Discover, Design, and Deliver.

Discover involves in-depth research, surveys, and facilitations centering the work culture and environment as it exists currently.

Design involves tailoring solutions for IT Department needs and collaborating on final deliverables in group facilitations.

Deliver involves ensuring all project requirements are satisfied and equipping stakeholders to implement changes.

Testimonial from Minneapolis IT Department Member

*“Working with NCXT has brought a **profound effect on my workplace**. They helped place a lens on the glaring, glossed over, and ignored issues people [IT Department Employees] face daily. NCXT used strategic and precise tools to diagnose issues and provide prescriptions. NCXT’s care, professionalism, and innovation bring everyone to the same stage and acknowledge the present problems. **NCXT is the organization to rely on** for extreme care in providing the assistance an organization needs to remedy present but not acknowledged issues.”*

Results

7.5% optimism* increase

- + Opinions and confidence in EIB
- + Comfort level discussing DEI
- + Engagement

*optimism % is an aggregate qualitative observations engagement and sentiment



29 engagements

- 1 Survey
- 3 Knowledge Cafes
- 4 Focus Groups
- 5 ADKAR Sequences
- 8 Micro Groups
- 8 Project Status Reports



12 deliverables

- EIB Charter Document
- SWOT Analysis
- Research Brief
- Stakeholder Analysis
- Org. Systems Report
- Project Quick Reference
- Facilitation Briefs

NCXT Services

Full Scale Consulting - \$17,000 per month

NCXT drives change and builds resilience collaborating with partners to build sustainable change. No two partners or projects are the same, but our human-centered and data driven approach remains constant and meets our partner’s changing needs.

Catalyst’s Advantage - \$1,200 per month

Extend the outlooks of leadership and keep important decision-makers informed with the information to meet their commitments. NCXT uses monthly reports, advisory meetings, and online interactions to build fierce anti-racist leaders.

- Discovery & Research
- Organization Development
- Management Consulting
- Strategic Planning

- Catalyst’s Advantage
- Catalyst’s Tabletop
- Catalyst’s Commitments



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ncxt.co/virtual-coffee



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