

AN ALFN WEBINAR PRESENTATION

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educating America's mortgage  
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# AMERICAN LEGAL & FINANCIAL NETWORK

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# ALFN WEBINAR

## Diversity in the Workplace

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Why it is so Hard to Achieve

*Thursday, July 23, 2020  
1:00 - 2:15 PM Central Time*

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Contact information for today's presenters

# PRACTITIONERS. EXPERTS. ALFN WEBINAR PRESENTERS.

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## SPEAKER



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## SPEAKER



**Emily Chavarriaga**

*Default Operations Manager*

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## SPEAKER



**Julius Drayton**

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## SPEAKER



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## SPEAKER



**Kathleen Kramer**

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# Diversity in the Workplace

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## A Candid Discussion About....

- Hiring A Strong Workforce
- Managing A Diverse Team
- Merging Cultures & Backgrounds
- Validating Lived Realities



# Diversity Through the Door

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**Emily Chavarriaga**

*Default Operations Manager*

Bayview Loan Servicing

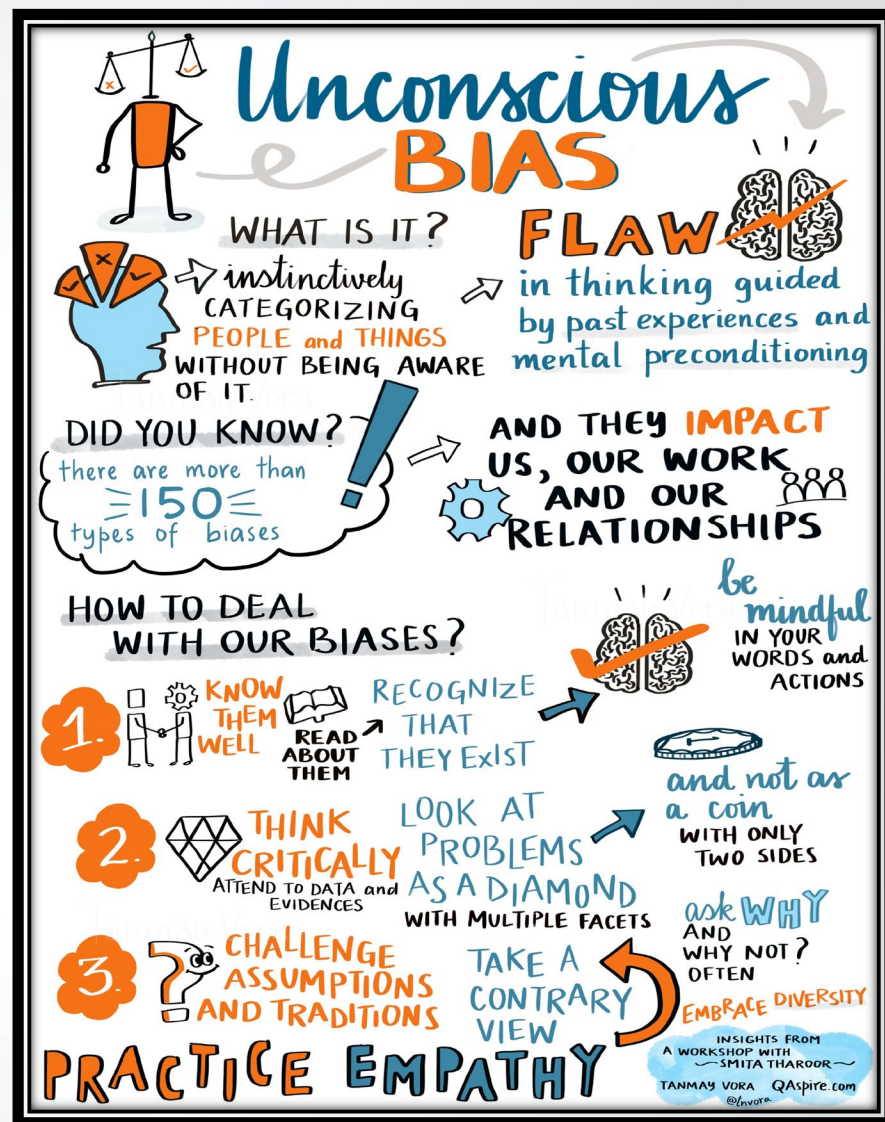
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# Diversity Through the Door

How can we reduce our inclination for unconscious bias?

- **Blind Hiring** – remove identifying information such as names and gender from resumes
  - The less you know about a candidate's personal identity the better.
  - Blind recruitment is not a complete solution to unconscious bias, as most hiring managers will want to meet their candidates eventually.
  - Helps break the tendency of hiring someone who looks like you (the hirer).
- **Know Yourself** – we all have biases the key is to learning what those are
  - How many of us know the biases we have?
  - Take the [Implicit Association Test from Harvard](#) and find out!
  - Tests available: Age, Disability, Race, Skin-tone, Weight, Gender-Career, etc.



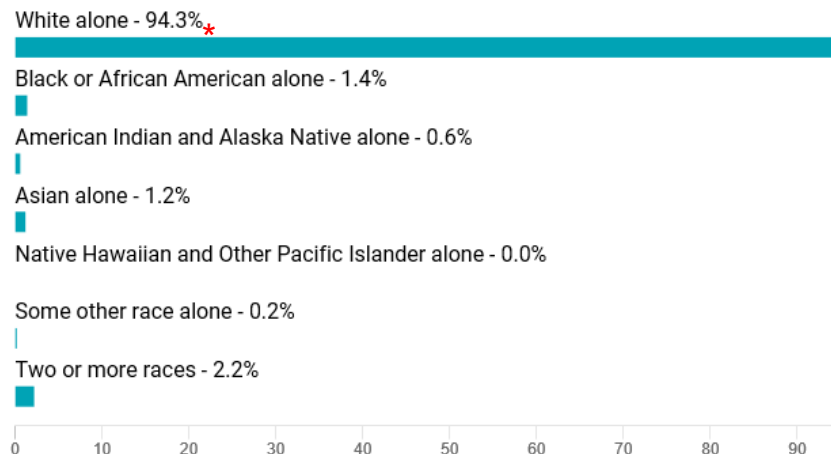
# Diversity Metrics

## Does your office/staff resemble your community?

- **If not, why?**

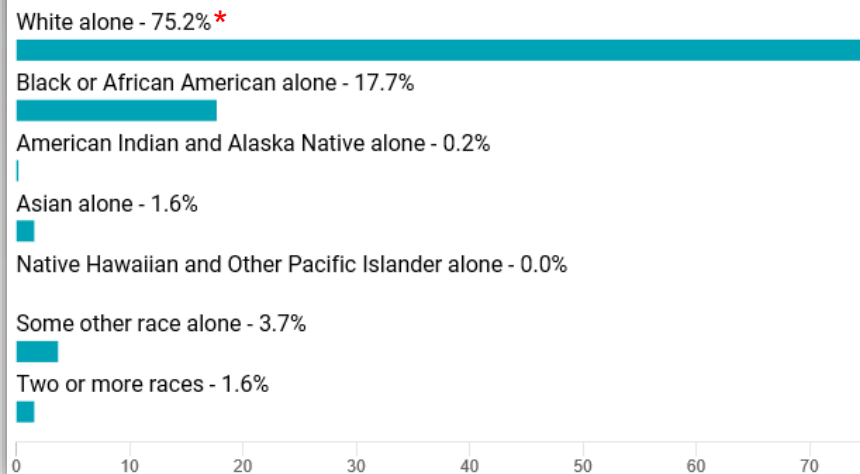
- First identify what your needs are then ask....
- Does your workforce resemble the communities that you operate in? and
- Do they match the demographic that you serve or want to serve?
- If not, think about developing a hiring strategy to increase workforce diversity.

### Population by Race in Maine



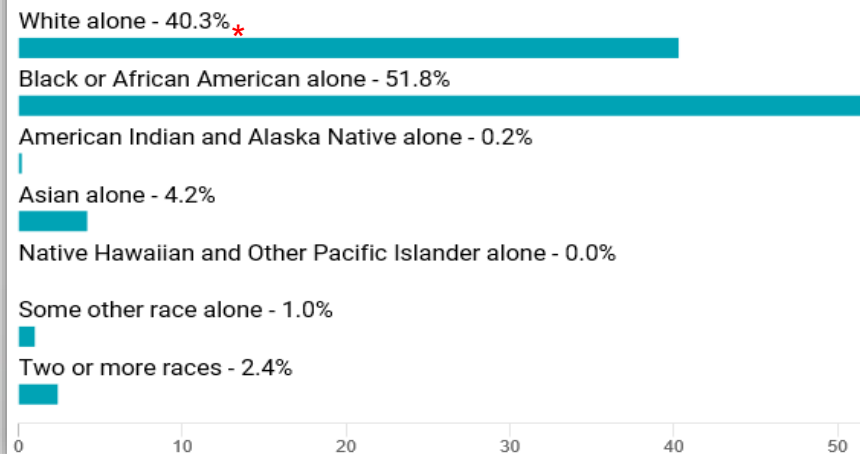
\*Hispanic or Latino 1%

### Population by Race in Miami-Dade County, Florida



\*Hispanic or Latino 68%

### Population by Race in Atlanta city, Georgia



\*Hispanic or Latino 5%



# Managing a Diverse Group

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**Alicia Byrd**

*Associate - Bankruptcy Oversight*

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# Managing a Diverse Group

## Is Everyone Being Heard?

- While it is difficult to include all voices in all decisions, those employees that feel their management team will at least hear their suggestions and consider their input fairly are generally happier, more productive employees.
- Common feedback from management on why not all voices are listened to: *“But at a certain level, some of our employees don’t understand the management decisions that need to be made!”*
  - Ask yourself:
    - Will your decision ultimately impact them?
    - Are they the subject matter experts in the area the decision needs to be made in?
    - If you make the wrong decision, will those employees be doing the downstream cleanup?
  - If the answer is “yes” to any of the above, chances are the insight from that “certain level” of employees could help you prevent missteps and inefficiencies.



- How do you do it?
  - Roundtable discussions with a 30 minute cap.
  - Suggestion inboxes that actually get answered with a “why” rather than a yes/no decision.
  - Team surveys on proposed solutions.
  - Voting buttons on emails where the solutions can be won by majority.

# Managing a Diverse Group

## Promote Diverse Teams

- In a group of diverse minds, there are likely to be perspectives that management alone may have been blind to, and can lead to better solutions.
- Bucking Normalcy
  - If employees continually work with the same teammates, their solutions will become predictable and less innovative, as groupthink is a reality, and is far more common in established teams.
  - So, where possible, switch up teams in terms of duties or projects.
    - Ex #1: Have someone from a production group assist in an oversight project, or vice versa.
    - Ex #2: Have a manager of non-exempt staff look for ways to promote time management efficiencies in exempt staff.
    - Ex #3: Take two star performers in different areas and switch their roles for a week to observe functionality and have them report findings to management.
    - Ex #4: Allow a less experienced in years, but top-performing employee to transition to a team lead or supervisor to provide insight to management on how they would improve productivity, accuracy, etc.
- Making this a normal practice of the management group can increase:

Employee Motivation  
Office Efficiency



Overall Productivity  
Company Loyalty

# Polling Questions

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## **I Feel Obligated To Hire Certain Groups of People.**

- Strongly Disagree
- Disagree
- Unsure
- Agree
- Strongly Agree

## **Do You Think You Should Have A Diverse Leadership Team?**

- Strongly Disagree
- Disagree
- Unsure
- Agree
- Strongly Agree



# Managing a Diverse Group

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**Julius Drayton**

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# TOUGH but NECESSARY

## What is a “tough” conversation?

- ❖ Conversations that are difficult to have but definitely necessary.
- ❖ Requires us to step out of our comfort zones. We often avoid the conversation, especially in the workplace.



## Why do we avoid these conversations?

- ❖ Hate confrontations/shy away from any disagreements
- ❖ Fear of judgement
- ❖ Fear of not saying the right thing
- ❖ Is the workplace the “right” place?



# TOUGH but NECESSARY

## Why have these conversations?

- ❖ Breaks the ICE. Address the ELEPHANT in the room.
- ❖ Understand other perspectives. Broaden diversity awareness and understanding.
- ❖ Gain understanding of intent and impact.
- ❖ Address biases and non-inclusive behaviors.
- ❖ Be open to and receptive of feedback.



# TOUGH but NECESSARY

When having tough conversations we must remember to:

- ❖ Recognize non-inclusive behaviors
- ❖ Use affirmative listening statements
- ❖ Be respectful, show that you genuinely care
- ❖ Manage your judgements
- ❖ Empathize

## Examples of Non-Inclusive Behaviors

- ❖ Dismissing others feelings
- ❖ Minimizing differences
- ❖ Inattentive listening
- ❖ Projecting stereotypes onto specific diversity groups





# Polling Question

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**It is appropriate to have “tough conversations” in the workplace.**

- Strongly Disagree
- Disagree
- Unsure
- Agree
- Strongly Agree

# Managing As The Majority

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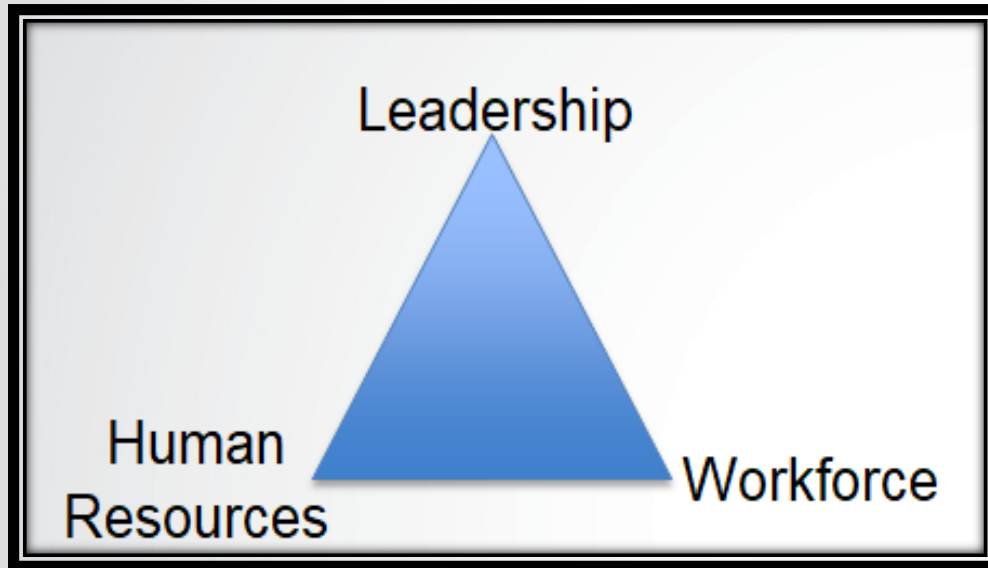
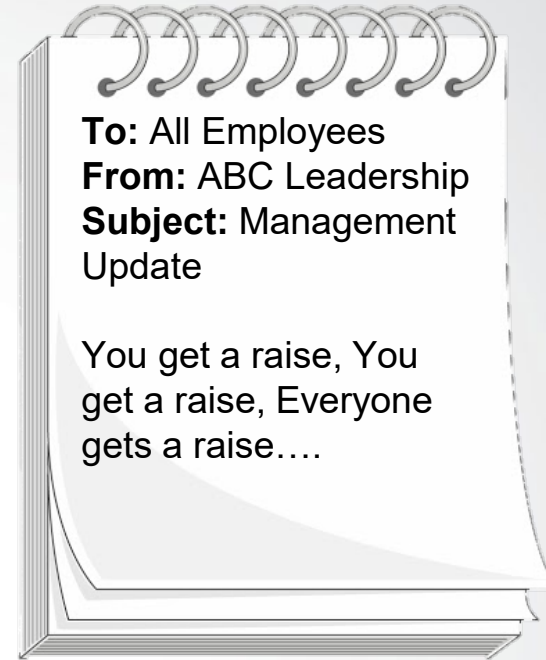
**Kathleen Kramer**  
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# Managing As The Majority

## Leading a Diverse Team

- General Email Box
- Managing Individually vs. Collectively



## Recognizing Discrimination

- Unconscious Bias
- Comfort Zone
- No Area is Immune

# Polling Questions

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## **I have seen discrimination in the workplace.**

- Strongly Disagree
- Disagree
- Unsure
- Agree
- Strongly Agree

## **I have felt discriminated against in the workplace.**

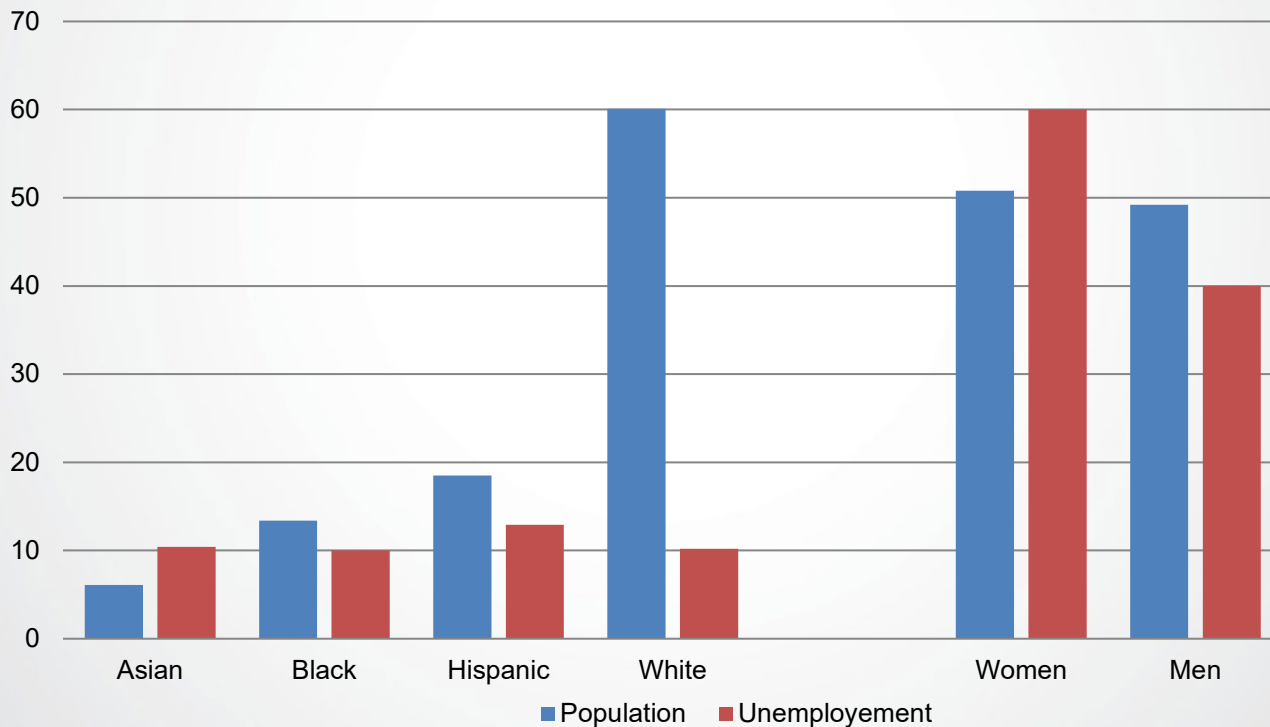
- Strongly Disagree
- Disagree
- Unsure
- Agree
- Strongly Agree



# Covid-19 Impacts

## Disparate Impacts

- Highlights & Exacerbates Disparities
- Childcare
- Distance Learning
- Home Responsibilities
- Healthcare
- MOB = Lack of Access (*Capital, Loans, Support Networks*)



# COVID-19's Impact on Workforce Diversity & Diversity Certification

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# COVID-19's Impact on Workforce Diversity

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## Remote Workforce – Increasing Diversity

- **Removing the visual**
- **Increases the hiring pool** – no longer geographically limited
- **Increases work-time flexibility**
  - Child care
  - Schooling

## Remote Workforce – Balancing the Burden

- **Child care issues**
  - Impact single parents / economically disadvantaged
  - Not the “same as Summer Vacation”
- **Limited internet access**
  - Rural areas / lack of availability / slow internet speeds
  - Economically disadvantaged
    - Provide computers
    - Provide internet access

## Antiquated Legal Process Requirements





# Diversity Certification – Supplier Diversity

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**Types of Diversity Certification – 51% of company or firm owned by a qualified minority.**

- Women Owned
- Hispanic Owned
- Black Owned
- Veteran Owned
- Gay & Lesbian Owned

## **Certification Process**

- Ownership information
- Detailed financial review
- Confirmation of minority status
- On-site visit

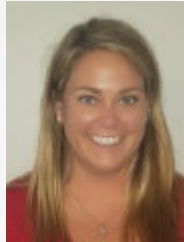
## **Value of Certification?**

- Supplier Diversity tracking
- More than “Check the Box”



# Being Comfortable with the Uncomfortable

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# Being Comfortable with the Uncomfortable

## Silence vs. Communication

- What Message Are You Sending?
- Silence Is a Message
- Different Perspectives

## Comfort Zones

- Comfort Zone vs Employee Needs
- Genuine & Authentic
- Validate



# WEBINAR WRAP-UP: QUESTIONS & ANSWERS

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If you did not submit a question during your registration process, you may now use your GoToWebinar toolbox on the right side of your screen to submit a question directly to our panelists live on the air. Note: not all questions will be answered during the Q&A. Should our panelists not be able to address your question, you may reach out to them directly or they will attempt to contact you with further information.

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# UPCOMING WEBINAR PRESENTATIONS

## REGISTER TODAY

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### **Foreclosing eNotes and eMortgages, and Remote Notarization**

Wednesday, July 29, 2020  
1-2:15 PM Central Time

### **Hindsight is 2020 - A Year in Review, Top 10 Issues of the Past Year**

Friday, July 31, 2020  
1-2:15 PM Central Time

### **Ethics at the Movies**

Wednesday, August 12, 2020  
12-1:15 PM Central Time

### **Cyber Security and Financial Privacy**

Thursday, August 13, 2020  
1-2:15 PM Central Time

### **Foreclosure Discovery and Trial Practice**

Friday, August 14, 2020  
1-2:15 PM Central Time

### **Dealing with Deceased Borrowers & Heirs**

Monday, August 17, 2020  
1-2:15 PM Central Time

### **Bankruptcy Hot Topics**

Tuesday, August 18, 2020  
2-3:15 PM Central Time

REGISTER FOR THESE WEBINARS AT [www.ALFN.org/answerswebinars](http://www.ALFN.org/answerswebinars)



# SAVE THE DATE: Upcoming ALFN EVENTS

View Past ALFN Webinars On-Demand at:  
<https://www.gotostage.com/channel/alfnwebinars>

## Foreclosure Intersect 2020

November 18, 2020 – Marriott Dallas Las Colinas  
Irving, TX

[www.alfn.org](http://www.alfn.org) *Registration Opens August 2020*

## WILLPOWER 2021

April 29-30, 2021 – The Ritz-Carlton Dallas  
Dallas, TX

[www.alfn.org](http://www.alfn.org) *Registration Opens November 2020*

## Foreclosure Intersect 2021

November 18, 2021 – Marriott Dallas Las Colinas  
Irving, TX

[www.alfn.org](http://www.alfn.org) *Registration Opens August 2021*

## ANSWERS 2023

July 16-19, 2023 – Park Hyatt Beaver Creek Resort, Beaver  
Creek, CO

[www.alfnanswers.org](http://www.alfnanswers.org) *Registration Opens February 2023*

## Bankruptcy Intersect 2021

March 4, 2021 – Marriott Dallas Las Colinas  
Irving, TX

[www.alfn.org](http://www.alfn.org) *Registration Opens December 2020*

## ANSWERS 2021

July 18-21, 2021 – Hyatt Regency Coconut Point Resort  
Bonita Springs, FL

[www.alfnanswers.org](http://www.alfnanswers.org) *Registration Opens February 2021*

## ANSWERS 2022

July 17-20, 2022 – Hyatt Regency Tamaya Resort, Santa Ana  
Pueblo, NM

[www.alfnanswers.org](http://www.alfnanswers.org) *Registration Opens February 2022*

