



SDSU Student Accounting Society

[Meeting Minutes : Deloitte] [Diversity of Thought]

Presenters:

Sarah Moynier (Tax Recruiter), Tracy Carneal (Audit Recruiter), Shibani Dogra (Audit Managing Director), Clare Lyons (Tax Manager)

Presentation:

Diversity of Thought

- Lots of preferences amongst the population
- Definition : inclusion of different types of people in group or organization (race, socio-economic, etc.)
 - Concept that is known intuitively; everyone has a unique blend of identities, cultures, and experiences that inform how thoughts are processed and interpreted
 - Most people would have different Lego buildings and how they go about building with the Lego pieces
 - Lego pieces in teams : learning throughout the team and different viewpoints, but each team would likely have a successful and different building
- Audience engagement : **What are the benefits of having Diversity of Thought on a team?**
 - open door policy within culture is important (everyone feels welcome to share); no outliers within a group if everyone comes from a different background; everyone brings in different thoughts to build a strong collaboration
 - Good guard from groupthink (tendency to blend in), limited chance of moving forward and progressing forward
 - Advances and innovations are made from pooling ideas together
 - Helps organizations identify top talent on who can best tackle the most pressing problems
 - Shibani : client is introduced to a group and has a tendency of questioning and creating conflict for the team
 - Future will likely allow the relationship to improve
 - Manager proposes a gesture of providing donuts/bagels to client to improve interactions
 - “Killing them with kindness”
 - Opportunity to be appreciated and opening the door to small talk
 - In Audit, tendency to approach statements with procedures year after year. A new team member proposes an option to approach workpaper in a new way that decreases complexities, while increasing quality
 - Important that everyone feels welcome to speak up

- Clare
 - New Tax software that staff wanted to leverage to increase efficiencies (new idea challenging groupthink)
 - After transferring from Seattle, Clare was introduced to the engagement and was asked to share thoughts because she was new to the team.
- Examples show the likeliness to help challenge groupthink from day one

- Audience engagement: **How might you increase Diversity of Thought amongst the workforce?**

- Starting from the top, diverse leadership can challenge groupthink.
- It is important for leadership to recognize bias because it is likely that bias can come up when least expected.
- Day to day relationships should encourage diversity of thought while helping recognize and fighting biases.
- Encouraging conflict instead of a general consensus is important for managers to provide their team.
- Case for Inclusion : increasing innovation can improve performances and can help financial targets

“Work well” podcast that encourages well-being provided by a Deloitte professional

Next Steps/Open opportunities

- Audit
 - Summer/Fall 2021 Full-Time (CPA Eligible ~August 2021)
 - Winter/Summer 2021 Internship (CPA Eligible ~August 2022)
 - Summer 2021 Discovery Internship (CPA Eligible ~August 2023)
- Tax
 - Summer 2021 Internship (CPA Eligible ~August 2022)
 - Summer 2021 Discovery Internship (CPA Eligible ~August 2023)

Questions:

- Do you feel that this focus on psychological thought really helps separate Deloitte from the rest of the firms?
 - Shibani: This way of thinking has been embedded in Deloitte for a long time; it helps create new initiatives to create and build a new round of thinking. We help by encouraging leaders to improve outlooks and think of new ways to lead their team.

Tips for breakout rooms: share experiences from the past

- What do professionals look for from students while in breakout rooms?
 - It is always a good idea for your camera to be on, and that you appear to be present engaged.
 - Professionals look for students who they can relate with; students should do so by share experiences from their past.