



# DIVERSITY TOOLKIT

**Vets for Success:  
Helping Veterans Transition Successfully into  
Corporate America**

## Mission

The National Utilities Diversity Council educates, develops best practices and guides efforts that will promote diversity in the utilities and communications industries in the areas of governance, employment, procurement, language access/customer service, and philanthropy.



@theNUDC



@theNUDC



DIVERSITY TOOLKIT

# About: Nereida (Neddy) Perez



- **Currently:** Head of Campus & Diversity Recruiting @ TIAA
- **Formerly:** Chief Diversity Officer at Ingersoll Rand, National Grid, and KPMG
- **25+ years experience** in HR, Diversity & Communications
- Former Vice Chair of **National Utilities Diversity Council** and has served on various nonprofit boards of directors
- **Military Background:**
  - Served as an advisor to **U.S. Army & Air Force** Chief Diversity Officers
  - Served as an advisor to head of the **US Air Force Academy**
  - Established a number of Military Veterans' **Employee Resource Groups**
  - Worked for the **Navy-Marine Corps ROTC Program** at University of Florida



# Objectives:



- Overview of transition challenges veterans face
- Provide practical tips that can be easily incorporated to help embrace & onboarding Veterans
- Overview of resources available to help create support your hiring efforts



# Audience Poll

Why Are You Here Today?

- A. I am a veteran and want to learn more about transitioning into a corporate job.
- B. I work in HR and want to support veterans who transition into corporate jobs.
- C. I work in executive leadership/I am a regulator, and want to learn best practices on this topic.

# Transition Challenges

- **Onboarding is critical**
- **Understanding the Culture:**
  - It takes 3 to 6 months feel comfortable in a new work environment
  - For veterans 10 -12 months before a new employee is fully transitioned
  - Understanding the do's and don'ts –
  - Being afraid of 'asking or questioning a practice"
  - Dealing with ambiguity or a matrix structure vs a more structured environment



# Transition Challenges

- **Subculture:**
  - Unwritten rules of the organization  
(i.e. NROTC Acceptance Test & UPS)
  - Social Settings behaviors
  - Temperance at a social setting not executive materials
  - Corporate Speak: navigating acronyms
    - Conference Room “H”
    - Translating military terms to corporate terms
    - Using “Yes Sir” or using the last name of a person (Perez) vs first name



# Transition Challenges

- **Dealing with isolation**
  - Important to connect with other colleagues
  - Connecting with military veterans outside of your company
- **Dealing & Managing Corporate Politics**
  - Addressing issues without making waves (compliance)
  - Giving Feedback
- **Career Development**
  - Not as structured in corporate space



## Audience Poll

Does your company have a separate onboarding process for veterans or incorporate information unique to veterans in the current onboarding process?

- A. Yes
- B. No
- C. I don't know
- D. I'm not sure where I would find that information



# Tips to Support Transition & Integration

- **Create a resource/fact sheet that contains information about tools, programs and benefits available to Veterans**
- **Promote your Diversity Office's resources**
  - Veterans' Liaison
  - Veterans' Employee Resource Group
- **Corporate Community Partners** – create a list of organizations the company is involved in that focuses on supporting the development of military veterans



# Audience Poll

What organizations or community partners does your company work with that help veterans during the transition process?

*(Please type your answers in the chat box!)*

*Answers included:*

*IVMF-Institute for Veterans and Military Families*

*Veterans Bridge Home*

*Hire Heros USA*

*St. Joe's Bootcamp for Veterans With Disabilities*

*The Greater Philadelphia Veterans Network*

*Local Transition Assistance Offices on Bases*

# Veterans & Disability

- Find out and leverage the **Employee Assistance Program (EAP)**
  - Information is treated confidentially
  - Resources vary from Informal Coaching, Reading materials to In-depth Counseling
- **Protected Status**
  - Accommodation request are protected by law
  - Need medical clearance/note.
- **National Organizations**
  - Veterans Home Bridge
  - Veterans' in Energy



# Action Steps Veterans Can Take

- **Find a Buddy**
  - Former military person that has navigated culture
  - Buddy should be 1-2 levels up and have been with company 2-3 years
- **Connect with the Diversity Office**
- **Employee/Business Resource Groups**





# Action Steps Veterans Can Take

- **Ask Questions**
  - You are not just taking orders
- **Reach out to Human Resources Business Partner/Specialist**
- **Get involved**





# Audience Poll

What question shall we ask Neddy?

- A. Can you give us an example of how understanding organizational culture played a role in transitioning to corporate culture?
- B. What are the key things you think HR Managers should share during the onboarding process?
- C. How would you suggest HR or operations managers share “soft” skills with a veteran?

# Resources to Support Program Development

- **Online Resources:**

- **NARUC's Report of the Taskforce on Military Workforce Development: A 10 Step Guide:**

<https://pubs.naruc.org/pub.cfm?id=B5E37285-908E-AA4E-5A80-70591D43389D>

- **Society of Human Resources Management (SHRM.org)**
- **Veterans Home Bridge**
- **Hire Purpose has a "Transition 101 Guide"**

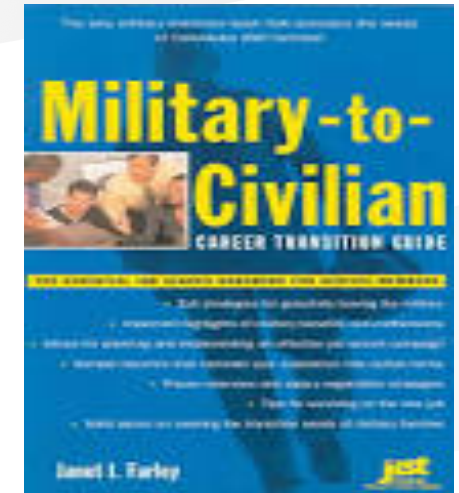
<https://www.hirepurpose.com/transition101>

- **Military.com**

<https://www.military.com/military-transition>

- **Books:**

- *Military to Civilian Transition* by Patricia Dorch
- *Life After the Military: A Handbook for Transitioning Veterans* by Janelle Hill
- *Military to Civilian* by Janet I. Farley



# HR Policies & Process

- **NARUC – Task Force**
- **Society of Human Resource Management (SHRM)**
- **Dept. Veterans Affairs**



# Questions

*Please Type Your Questions in the Chat Box!*

# Contact Information

- Find me on: [www.Linkedin.com/in/neddyperrez](http://www.Linkedin.com/in/neddyperrez)
- [Neddyperrez@tiaa.org](mailto:Neddyperrez@tiaa.org)
- Great career opportunities at :
  - [www.tiaa.org/careers](http://www.tiaa.org/careers)

**WE'RE  
HIRING!**





**Thank You, Neddy!**

**Please Join Us on September 18, 2018**

**SCORE: Working with Small Suppliers**

**Joe Chow**, Supplier Programs Excellence Manager,  
Sempra Energy Utilities

10am PDT/1pm EDT

Register at [www.nudc.com](http://www.nudc.com)

