



Diversity & Inclusion

Diversity & Inclusion Leadership Q&A – Kenneth Kwek

Kenneth is SVP Managing Director APAC. He is located in Singapore and has been with Cartus for nearly 13 years.



At Cartus, global diversity and inclusion are core elements of our culture. We recognize that building an inclusive workplace not only enriches our lives but also enhances our performance and our ultimate business results through understanding the many differences that exist in our company. As we celebrate Diversity & Inclusion week, we are pleased to share interviews from Cartus' leaders who discuss the concept of Diversity & Inclusion at Cartus and how it impacts them and the company. These interviews are a reminder that embracing what is unique in each other and in our customers makes us a better service provider and a richer, more vibrant company.

Diversity & Inclusion Council Members

Rhonda Black
Anthony Bosco
Kimberly Capek
Lisa Daniels
Ken Eng
Hamilton Farias
Mary Flynn
Maria Giacobozzi
Yolla Harb
Nicole Kane
Kevin Kelleher
John Laughinghouse
Amy Meichner
Carl Parnell
Landa Payne
Beth Schaedel
Jannette Scott
Judi Silliere
Amy Stone
Barbara Jo Valus

What do diversity and inclusion mean to you, both personally and professionally?

Professionally, I can learn from different perspectives, cultures, and backgrounds, and this learning makes solutions complete. We deal with global clients in different markets and employees of different nationalities, backgrounds, and profiles; hence, it is one big opportunity simply to embrace Diversity & Inclusion.

Personally, the same learning enables self development. I am thus able to influence not only my work and my workplace, but it also has a huge impact in influencing my family and friends.

How have the views of people from other cultures enhanced your work and personal experience?

Views of people from different cultures have had a huge impact in my work and personal experience. I benefited by learning to be a better listener as well as interpreting the body language of different cultures. I see improvements in some very basic dimensions such as patience, empathy, communication, and many others. However, more importantly, I saw the need for different ways of applying these traits with folks from different cultures.

What has been your greatest learning or most exciting experience as it relates to diversity and inclusion?

Unraveling the myth of diversity. We tend to generalize when we are less than familiar with things like culture, folks of different inclination or gender than ourselves, etc. This generalization very often translates or manifests itself to overly sensitive behaviors, as we want to respect the other party. My greatest learning is that there is a difference in degree in all the different aspects included in the notion of Diversity. I must be open to and maintain the desire to truly understand a different perspective before making any assumptions.



trusted guidance
– for every move you make.®





Diversity & Inclusion

My most exciting experience was when I had to manage the feelings of local employees when we were hiring foreign nationalities for our Singapore team. I was able to make folks see the beauty of how we can win with diversity. The results that came over time reinforced the notion of diversity!

How do you think diversity ties into the company's business objectives?

Cartus/Realogy is in the people business, operating in many different and diverse markets and with huge diversity in the people we work with. Knowing the differences is good, but embracing the differences is a *must*. It will enable us to 'win' every time.

What do you think we can do to raise awareness to our employees regarding Diversity & Inclusion?

Current programs within Cartus are great platforms to raise awareness. I recommend we start talking to the application avenues and methodology and benefits for the individual and to the company. Moving from knowing to truly understanding, we can apply this in a bigger way.