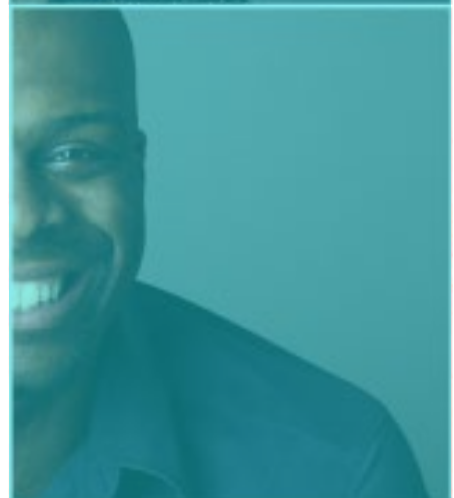
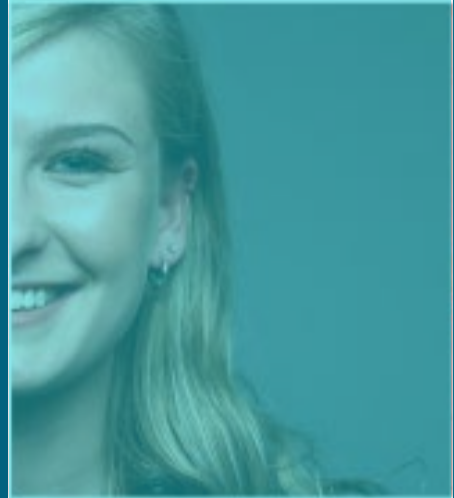
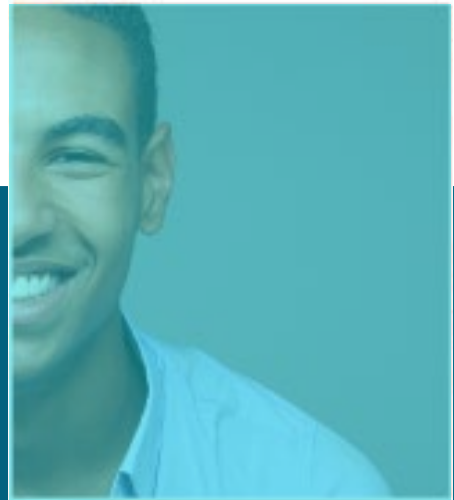


# How Training Can Support Your Diversity, Equity, & Inclusion Initiatives



2022 Update



## Hello!

Welcome to Roundtable Learning's ultimate guide to how training can support your [Diversity, Equity, and Inclusion \(DEI\) initiatives](#).

DEI training is critical for helping us better understand, accept, and value one another within the workplace.

When an organization prioritizes DEI initiatives, it benefits both individual employees and the organization as a whole. It's been proven that organizations that invest in DEI training [meet their financial goals](#), boost employee morale, and retain employees at higher rates.

At Roundtable Learning, we know what it takes to implement successful training programs to meet your goals. Our expert team has over 20 years of experience building comprehensive training programs for clients in different industries across the globe.

We're excited to show you the ways that future learning technologies can enhance your DEI training initiatives. We know the power that training has toward driving positive culture change and are here to share the secret to DEI training success with you.

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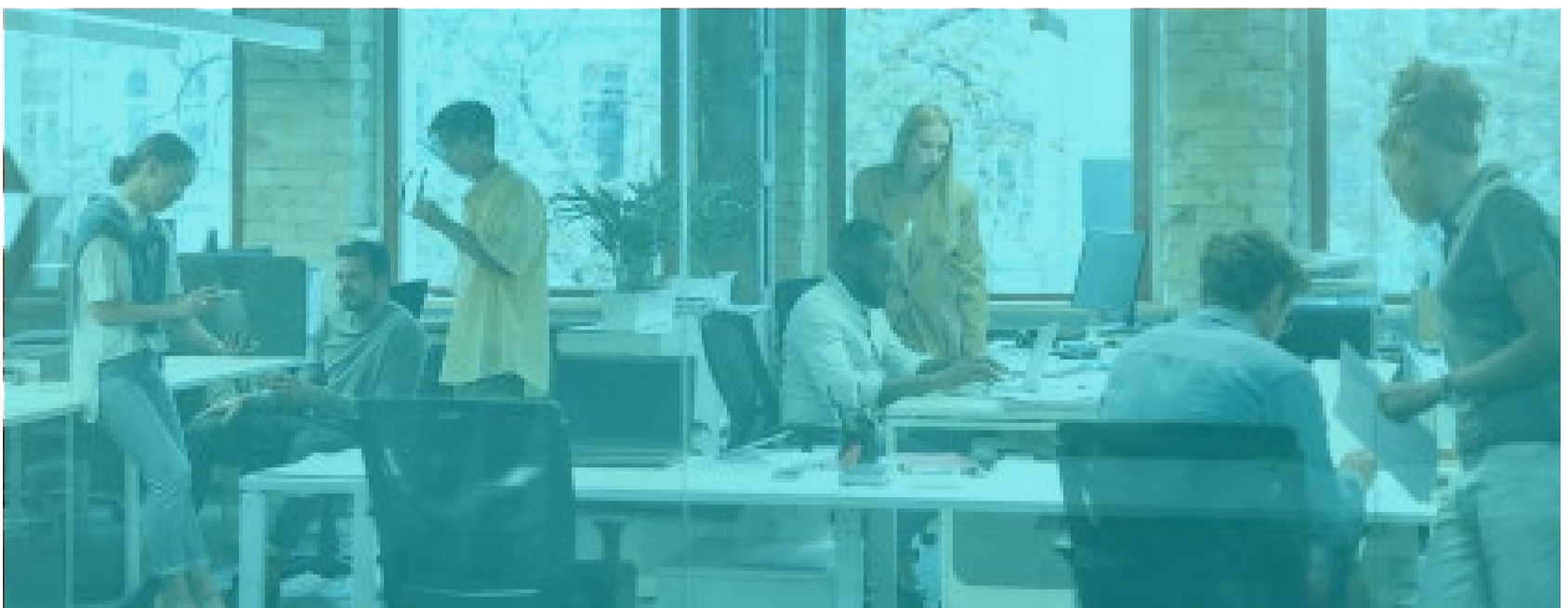
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# 01

## Why Are Diversity, Equity, and Inclusion Initiatives Important?

In 2021, 55% of U.S. employees reported to have been discriminated against due to gender, religion, and race. 61% of U.S. employees have witnessed discrimination based on age, race, gender, or LGBTQ identity in the workplace<sup>1</sup>.

A majority of the nation's workforce has either witnessed or experienced workplace discrimination, which stalls productivity at the workplace. Imagine the potential heights that every workplace could reach if their employees worked as a cohesive unit. This is what DEI initiatives do – they bridge the gap between employee happiness and productivity.

### Fosters Understanding Among Employees

From a personal relations standpoint, DEI training helps employees understand the different perspectives of their colleagues. This helps to create a positive work environment for everyone by minimizing discrimination and harassment.

A supportive work environment encourages every employee to drive business growth and feel valued in their role. When employees understand and respect one another, it creates a more welcoming workplace with a greater sense of belonging for each individual.

### Helps Attract And Retain Employees

Organizations that encourage DEI efforts are more likely to attract and retain talent. 76% of U.S. job seekers and employees noted that a diverse workforce is a critical factor when evaluating organizations and job offers. The percentage is higher for applicants and employees who are Black (71%), Hispanic (72%), and of the LGBTQ (41%)<sup>2</sup>.

By honoring the backgrounds of all employees, your organization defines your priority of employees over profits. As a result, employees will feel empowered and want to stay with your organization, saving both time and money.

### Leads To More Successful Operations

Organizations with higher levels of racial and ethnic diversity are 36% more likely to have financial returns above their respective national industry medians<sup>3</sup>. Additionally, inclusive organizations are 120% more likely to hit financial goals<sup>4</sup>. Workplace diversity has a direct correlation to an organization's sales revenue, number of customers, and profitability.

Organizations with diverse teams make more informed decisions and have greater levels of engagement and innovation. While DEI training has a profound impact on employees themselves, it's been proven to help organizations experience more successful outcomes.

<sup>1</sup> Glassdoor Economic Research (2019), Glassdoor 2019 Diversity and Inclusion Study Supplement.

<sup>2</sup> Traliant (2020), Employees and Job Seekers Value Diverse and Inclusive Workplaces.

<sup>3</sup> McKinsey & Company (2015), Why diversity matters.

<sup>4</sup> Fundera (2020), 20 Diversity in the Workplace Statistics to Know for 2021.

# 02

# How To Develop An Actionable Diversity Initiative

While DEI initiatives vary across organizations, it's critical to make an actionable plan to meet your DEI goals.

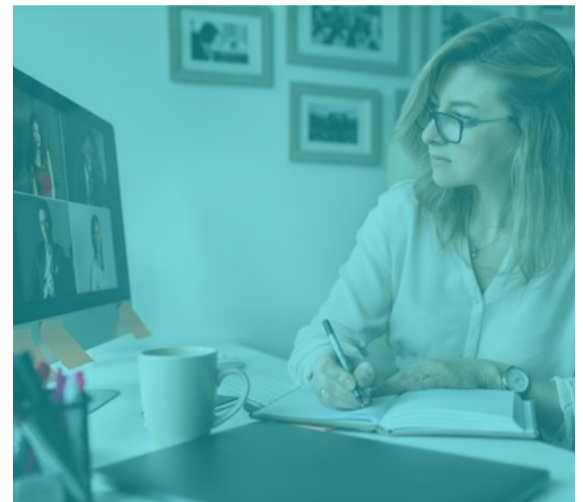
## 1. Assess Your Current DEI Status

Your organization should start by assessing your [current DEI status](#). This helps to identify existing gaps in your organization. You should think about a broad strategy regarding DEI at your organization and imagine how training can fit within this strategy.

Your organization should consider the following:

- What is a DEI strategy?
- What does DEI need to look like at our organization?
- How can we make DEI a part of our organization's culture?
- How will we communicate these values and deliver training to our employees?
- What expectations do we have for our employees in regards to DEI?

Consider using tools to assess your DEI status, such as [Diversio's Dashboard](#). This tool collects data about your current DEI practices, compares it to the nation's DEI benchmark, highlights your growth areas, and tracks your organization's progress towards DEI improvement.



## 2. Create Diversity Goals

Next, your organization should create actionable [diversity goals](#). In this step, it's critical to be honest with yourself and your leadership team on necessary changes. Without creating specific goals, your organization will be left without a solid grasp of what changes need to occur.

One way to establish your diversity goals is through [employee resource groups](#). These are voluntary, employee-led groups with common identifiers (e.g. age, gender, ethnicity) that relate to one another through honest conversation. These groups create a safe space for employees to share their experiences working at the organization and help to guide diversity initiatives.

Based on your organization's diversity goals and direct input from your employees, you should create a broad DEI strategy that highlights what diversity means to your organization.

**Read More:** [The 4 Steps To Conduct An Effective Training Needs Analysis](#)

### 3. Determine Metrics

After setting diversity goals, your organization should determine what [metrics will be used to measure success](#). Metrics are critical to set for DEI strategies because they indicate whether or not initiatives are creating positive change.

Metrics can include any of the following:

- Percentage changes in leadership demographics
- Demographic makeup of employees
- Feedback from survey results
- Employee morale and turnover

### 4. Implement Your DEI Initiatives

After assessing your current situation, setting goals, and determining metrics, it's time to implement your DEI initiatives.

These initiatives could include:

- Implementing a comprehensive DEI training program
- Creating mentorship groups for underrepresented groups
- Introducing DEI early on in the [employee lifecycle](#)
- Rephrasing existing material to have inclusive language
- Celebrating diverse holidays
- Releasing a statement from your organization's CEO

DEI initiatives can be as large as an organization-wide training program or as small as creating peer to peer groups. Whatever your DEI initiatives may be, it's critical to keep your employees top of mind and implement a strategy that fits their needs.

### 5. Continue To Keep DEI At The Forefront

After completing the above steps, your organization should continue to keep DEI at the forefront of all that you do.

Your organization can keep strengthening your DEI training by:

- Creating a DEI Committee to help guide decisions within your organization
- Monitoring your metrics and looking for areas to improve
- Participating in community outreach and development
- Developing and presenting your goals, metrics, and outcomes regularly

With these steps, your organization can develop a one-of-a-kind, sustainable diversity initiative that's sure to meet your employees' needs and DEI goals.



## 03

# What Is Diversity, Equity, and Inclusion Training?

Diversity, Equity, and Inclusion training addresses the differences we face as humans to help us better accept, understand, and value one another. Through DEI training, employees understand how to respect other perspectives and embrace the traits that make each person unique.

Our differences include a wide variety of characteristics, including:

- Ethnicity
- Language
- Religion
- Age
- Gender
- Socio-Economic Status
- Sexual Orientation
- Education level
- Physical Abilities
- Mental Abilities

DEI training is critical in addressing the differences we face as humans. DEI training helps employees learn to value others with different perspectives, experiences, and backgrounds through honest conversations and engaging learning activities.

At Roundtable Learning, we believe that DEI training is not a one-and-done solution. Instead, DEI training should be an ongoing cultural practice within your organization supported through your employees, policies, and culture.

By positioning DEI training as part of an organization-wide strategy, organizations can more efficiently make sustainable culture change over time.

# 04

## Common Diversity, Equity, and Inclusion Training Topics

DEI training programs, along with other diversity initiatives, cover a wide variety of training topics. Regardless of the training topic, it's critical that an organization's DEI training program creates a space where employees can self-reflect, identify opportunities to improve, and adapt strategies to lead an inclusive career.

DEI training covers a wide variety of topics each with their own unique objectives, including:

### Microaggressions

Brief and unintentional, discriminatory expressions that harm marginalized individuals or groups.

Training teaches employees what qualifies as a microaggression and how to address these remarks, lessening the likelihood that they occur and go unnoticed.

### Unconscious Bias

Also known as implicit bias, the underlying attitudes and stereotypes that people unconsciously attribute to another person or group.

Training helps employees understand how to acknowledge their own biases and adopt strategies to avoid these tendencies.

### Empathic Relationships

One's ability to understand a situation from someone else's perspective and react with compassion.

Training teaches employees how to respect one another and understand diverse perspectives, creating teams that appreciate every member.

### Cultural Competence

Refers to an organization's collective knowledge and understanding of other cultures and perspectives.

Training focuses on skills and knowledge that increase an individual's cultural competence, creating a more inclusive workforce that respects every culture.

### Allyship

Acting in solidarity with marginalized groups through stated values and positive action.

Training teaches employees how they can help underrepresented groups and create positive change.

### Inclusive Leadership

Leaders commit themselves to ensuring all team members are treated equitably and feel a sense of belonging.

Inclusive leadership training creates equitable leaders who respect the uniqueness of each employee in a bias-free way.



# 05

## 5 Examples Of Integrating Technology Into Your Diversity Training Program

Now that you know the value of a DEI training program, let's dive into 5 ways your organization can integrate technology into your DEI training. It's important to remember that while these training activities are discussed separately, they can be used together as part of a comprehensive, blended learning program that reinforces key learning concepts.

### Create A Video Of Senior Leadership Talking About DEI Initiatives

A workplace culture shift won't be effective without support from the top. When employees see their managers and senior leaders embracing DEI initiatives, they're likely to take DEI more seriously.

Something as simple as a [video can speak volumes](#) about the value your organization places on maintaining a diverse and inclusive workforce.

For this video, organizations prompt discussion from their leaders by asking them critical questions regarding DEI at their organization. Employees will learn what DEI means to their organization, the importance their organization places on DEI, and strategies that they'll implement moving forward.

A major benefit to this senior leadership DEI video is that it can be reused for other purposes without needing to re-film leadership members. Additionally, this video can serve as an introduction to DEI as part of a blended learning program with multiple modalities.

### Build eLearning Modules About Inclusive Terms And Practices

[eLearning modules](#) introduce learners to key inclusive terms and practices. eLearning is a cost-effective, time efficient, and convenient way to educate your workforce on common inclusive language. [Inclusive language](#) and practices avoids the use of certain expressions that might be considered to exclude particular groups of people.

Throughout the module, learners explore inclusive language and techniques, including:

- Using gender neutral language
- Focusing on putting the person first, not their descriptors
- Using universal phrases

With gamification and knowledge checks, eLearning programs can help learners confront their own understanding of inclusive terms and learn appropriate ways to communicate at their workplace.

This is also an individualized learning method that allows learners to independently complete a training activity before or after the main portion of their blended program.



## Use 360° Virtual Reality To Build Empathy Through Role Reversal

[Virtual reality \(VR\)](#) is a great training option for organizations looking to fully immerse their learners in simulated real-life scenarios. VR allows learners to experience situations at the workplace from the perspective of their colleagues.

For example, in a [360° VR](#) scenario, the learner is placed in a conference room with other team members. The learner watches the meeting unfold through the eyes of their coworker from an underrepresented background.

After a microaggression is made toward the learner, they must choose between multiple responses to address the situation appropriately. Through [branched learning](#), other team members in the scenario will act accordingly in response to the learner's selection. If the learner would like to go back and change their response to see how the situation unfolds differently, they can easily repeat the activity.

This exercise builds empathy for other employees through role reversal. An activity that would otherwise be difficult to replicate in real life becomes possible with VR technology.

## Host Virtual Instructor-Led Training DEI Workshops

[Virtual instructor-led training \(VILT\)](#) is an effective way to engage your remote workforce through DEI workshops.

These workshops bring together employees from different departments and diverse backgrounds to focus on 3 specific DEI training topics:

- **Unconscious Bias** - Learners unpack their own biases and discover strategies to combat harmful biases in the workplace.
- **Allyship** - Learners explore what it means to be an ally and best practices for allyship.
- **Empathetic Relationships** - Learners build awareness of their own identity, as well as their colleagues, and gain deeper connections with their coworkers through honest conversations.

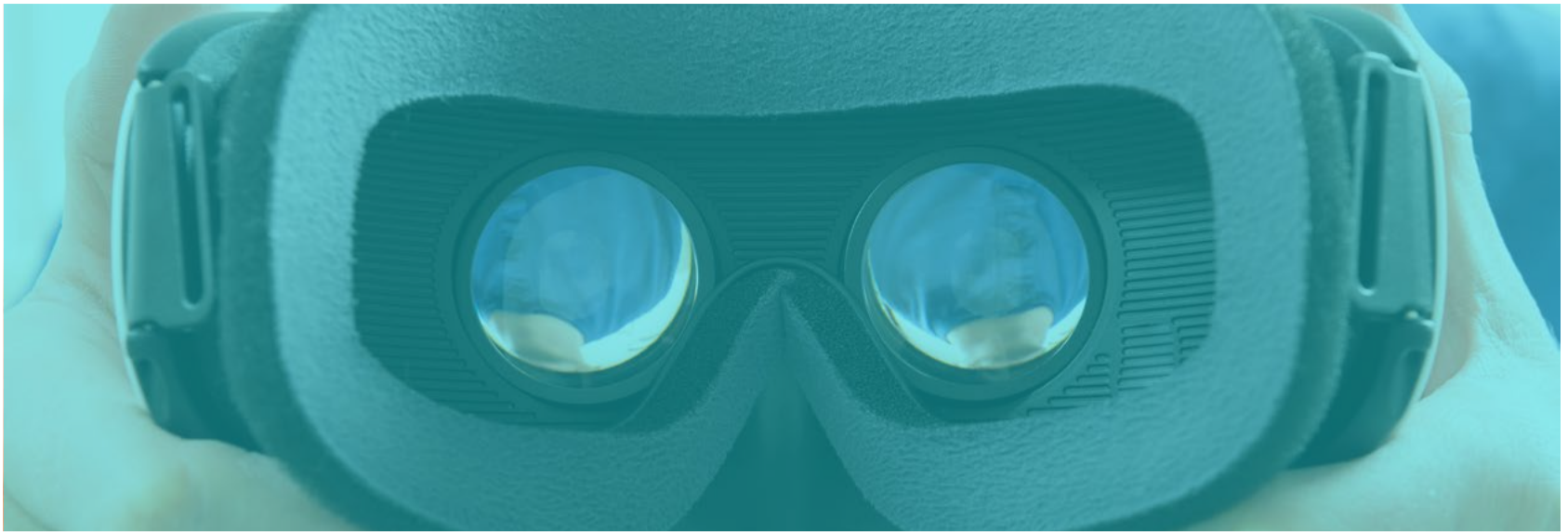
These workshops utilize interactive features to engage learners, such as Q&A's, polls, and breakout rooms. VILT is an effective tool to use as part of a blended learning approach that allows learners to collaborate with others and ensure they're retaining information.

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### Need Help Choosing The Best Learning Modality?

Click the calendar to schedule time with our learning & technology experts to learn more.





## Use Full Virtual Reality To Recognize Discriminatory Remarks

A step up from 360° VR, [full VR](#) allows learners to move freely throughout their virtual environment, look around themselves, and interact with objects and people. Full VR is the closest your organization could get to placing learners in a realistic work environment.

An example of a full VR activity teaches learners how to recognize discriminatory remarks and address them appropriately. The learner is placed in an office setting where they join a few of their coworkers for a meeting.

After a member of senior leadership makes a discriminatory remark regarding the ethnicity of an employee, the learner must make several critical decisions, including:

- Whether to address the comment in the moment or save it for a later date
- How to phrase their response to constructively correct their team leader
- Determine which strategies are best to act as an ally for their coworker

Too often, employees experience situations at work where they feel uncomfortable sticking up for themselves or others. This activity combats that tendency by equipping learners with the knowledge needed to address discriminatory remarks effectively.



### Ready To Learn More About Virtual Reality Training?

Watch our on-demand virtual demo and experience virtual reality training from your home or office!

[CLICK TO ACCESS THE DEMO TODAY](#)

# Measuring Diversity And Inclusion Training Success

Measuring the success of DEI training isn't as straightforward as other training topics. Organizations should prepare for long-term tracking, benchmarking, and qualitative measurement. It's crucial to stay determined with your DEI strategy even if you don't immediately have tangible metrics to report back.

For DEI training, we recommend measuring success through the following 4 metrics: **demographic makeup of employees, employee morale and turnover, feedback from survey results, and percentage changes in leadership demographics.**

## Demographic Makeup of Employees

The demographic makeup of your employees compared to industry benchmarks is an effective way to measure the representation of different groups throughout your workforce. Organizations may unknowingly hire and promote certain employees based on their unconscious bias. By setting realistic goals related to the demographic makeup of your employees, you can ensure your organization is constantly striving to be more inclusive toward individuals from underrepresented groups.

Your organization should measure the percentage of employees from diverse groups that make up your workforce, then make actionable efforts to make those percentages more balanced. A positive result would be an increase in the representation and inclusion of people from diverse backgrounds in your employees.

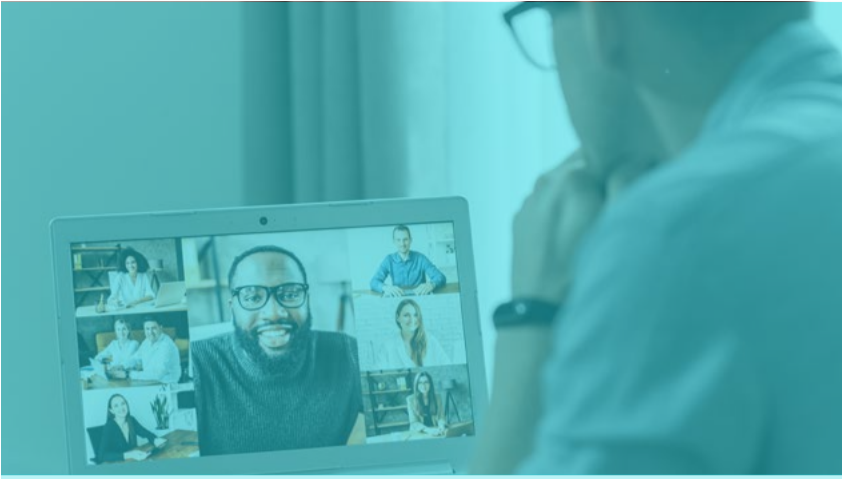
**Read:** [25+ Examples of Awesome Diversity Goals](#)

## Employee Morale and Turnover

DEI has a profound impact on [employee morale, engagement, and retention](#). These metrics are key indicators as to whether or not your organization has fulfilled your DEI goals. [Workplace well-being](#) is directly correlated to an employee's job satisfaction and retention. If employees feel isolated by their coworkers and don't have their ideas taken into consideration, they're likely to leave their organization as a direct result.

Prior to implementing DEI initiatives, your organization should mark your employee retention rates and measure employee morale through surveys. Overtime, your organization can measure these rates and see if your DEI initiatives have made substantial changes.





## Feedback from Survey Results

Regular employee surveys (quarterly, yearly, etc.) keep your employees top of mind and ensure your initiatives align with the organization's needs. These surveys directly measure employees' experiences with DEI at your organization and help pinpoint where changes need to be made.

Some questions in these surveys may include:

*I believe that people of all cultures and backgrounds are respected and valued at our organization. (Disagree/Agree)*

*I am comfortable talking about my background and cultural experiences with my colleagues. (Disagree/Agree)*

*Management demonstrates a commitment to meeting the needs of employees with disabilities. (Disagree/Agree)*

*There is a career development path for all employees at this organization. (Disagree/Agree)*

By building a culture that allows employees to feel comfortable reporting DEI issues, you can spot trends within your organization, whether favorable or not, and create an action plan to ensure the DEI initiative is continually evolving.

## Percentage Changes in Leadership Demographics

78% of employees work in organizations that lack diversity in leadership positions.<sup>6</sup> When an organization's leadership is lacking in diverse identities, it fails to recognize employees from underrepresented communities and limits their voices in upper-level positions.

To measure percentage changes in leadership, your organization can take benchmarks from your geographic area or industry and use those stats to set DEI leadership goals.

Set goals should be [SMART](#) (with examples):

**SPECIFIC:** What will be accomplished? What actions take?

**MEASURABLE:** What data will measure the goal? (How much? How well?)

**ATTAINABLE:** Is the goal doable? Do you have the necessary skills and resources?

**RELEVANT:** How does the goal align with broader goals? Why is the result important?

**TIME-BOUND:** What is the time frame for accomplishing the goal?

Perhaps your organization sets the goal of 40% of leadership roles to be held by women within 3 years.

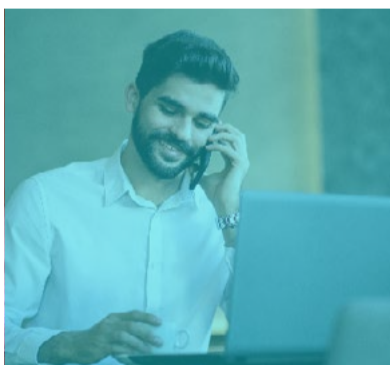
Or maybe your goal is to increase the number of people from underrepresented groups in leadership positions to 30% over the next 5 years.



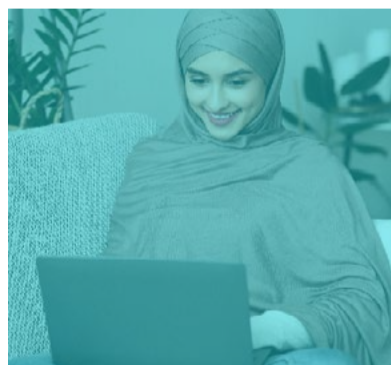
## Next Steps

This guide has covered the basics of DEI training, from why DEI initiatives are important to measuring DEI training success. We hope that you can refer to this guide as a valuable resource when implementing DEI training at your organization.

If you're looking to start designing your custom DEI training program, you've come to the right place - click any box below for your next step:



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WITH OUR EXPERTS**



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MESSAGE ONLINE**



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YOUR PROGRAM**

