



Diversity, Equity & Inclusion

This training course explores how individuals and organisations can create workplaces where everyone feels valued, respected, and able to thrive. It examines how everyday behaviours, decisions, and systems can unintentionally exclude people, and provides practical strategies to recognise and address these challenges. Participants will learn how to foster fairness in opportunities and outcomes, design experiences that consider a wide range of needs, and better understand different ways people think, communicate, and experience the world. The course also focuses on building awareness of cultural differences, strengthening inclusive communication, and creating environments where people feel safe to speak up and contribute fully. Throughout, it encourages reflection on personal perspectives and equips learners with the confidence to take meaningful, sustained action to build a more inclusive and supportive workplace.

Chapters -

- Introduction to DEI & Belonging
- The Business Case for DEI
- Unconscious Bias
- Equity in the Workplace
- Inclusive Design (Events, Travel & Hospitality)
- Neurodiversity
- Representation & Visibility
- Psychological Safety & Belonging at Work
- Cultural Intelligence
- Language & Inclusive Communication
- Closing Reflection