



# Diversity Training is Crucial Even in a Virtual Environment



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# AGENDA



- Diversity – Concepts and Current Reality
- What's Your Business Case?
- Diversity Training Best Practices
- Benefits of Diversity Virtual Instructor-led Training

# A Definition of Diversity

- Any human differences that make us who we are and impact our interactions with each other and in society
  - Diversity can stimulate fear and delight, curiosity and suspicion, collaboration and “us vs. them” dynamics
  - Stereotypes and bias exist in individuals, organizations, and social structures
  - Some grounds for discrimination (e.g., based on race, national origin, sex, and religion) are legally prohibited
  - Our understanding and approach to diversity is always evolving



Diversity is  
Always Evolving

## Other Legal Protections

- Sexual Harassment
- (Dis)ability
- Age (40+)
- Sexual Orientation
- Gender Identity & Expression
- Genetic Information

## Workforce Differences

- Job Function (Sales/HR)
- Seniority
- Department/Location
- Union/Management
- Work Style/Personality

# Current Reality

Unprecedented upheaval

Stress exacerbates bias and tunnel vision

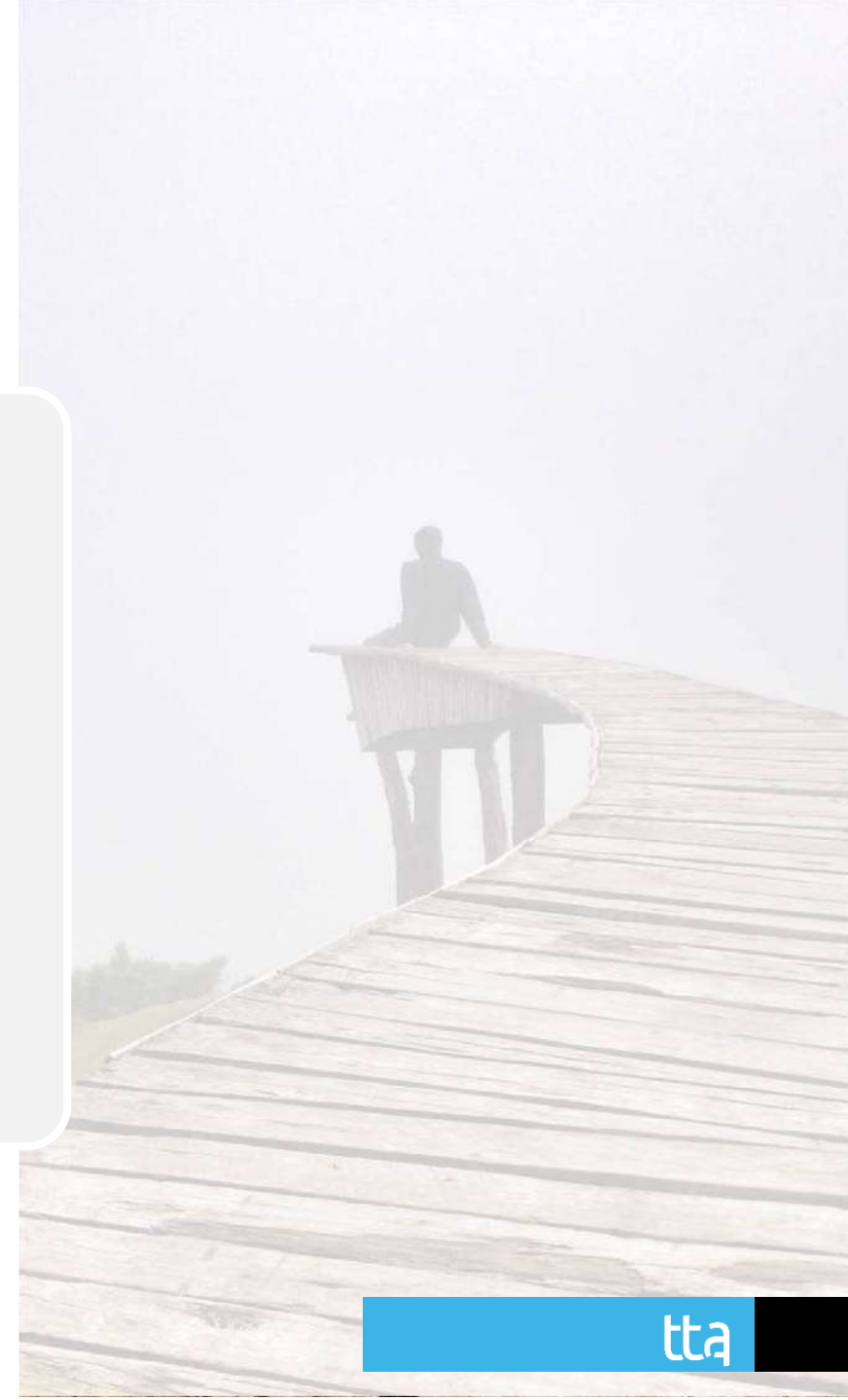
Crises bring out the best and the worst

We're all impacted, but not in the same ways



# Diversity Musings

- Impact of wearing masks
- Race and class inequities, scapegoating
- Work/family pressures
- Incidents of sexual harassment
- Access for people with disabilities
- Interpersonal and cross-cultural communication
- New products and industries





# What's Your Diversity Business Case?

Ample data show that diversity makes companies higher-performing and more profitable

## Understanding Yours

- Attract and retain the best talent from the broadest pools
- Promote a positive and productive work culture, teamwork
- Strengthen management effectiveness and decision-making
- Increase innovation, creativity, and market share
- Provide the best service to diverse customers
- Live up to company and/or personal values
- Minimize conflict, complaints, and lawsuits
- Not sure – I'd like assistance with this!



# Quality Diversity Training



Aligns with business goals and long-term strategy



Encourages self-awareness, reflection and authenticity



Fosters a nuanced understanding of difference



Strengthens communication and management skills



# Benefits of Diversity VILT



Honest self-examination and disclosure



Candid questions, comments, and case scenarios



Breakout rooms for small-group discussion



Tools for engagement and interactivity



Focus on groups most relevant to your workplace or industry



Sessions can build on each other, with chance to practice



Instant access to Implicit Bias Tests  
<https://implicit.harvard.edu/implicit/selectatest.html>



Presence of senior leadership

# Sample Diversity VILT Topics

Building Your Business Case for Diversity

Unconscious Bias – What It Is and How To Minimize It

Recruiting and Retaining a Diverse Workforce

Culturally Competent Customer Service

Inclusive Office Culture – Microaggressions, Micro-affirmations, and Humor

Difficult Conversations About Race

# Questions



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