MERCURY

# Diversity, Equity & Inclusion (DEI) in the Workplace

27 – 31 December 2026
Amman (Jordan)



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**Ref:** 16242_1084763 **Date:** 27 – 31 December 2026 **Location:** Amman (Jordan) **Fees:** 3300 Euro

## Introduction:

Diversity, Equity & Inclusion DEI in the workplace is essential for fostering a productive and respectful organizational culture. This Diversity, Equity, and Inclusion DEI in the Workplace course aims to deepen employees' and managers' understanding of DEI concepts and their practical application in everyday work environments.

Participants will explore how embracing diversity enhances innovation, collaboration, and employee engagement while reducing bias and discrimination. The Diversity, Equity, and Inclusion DEI in the Workplace training also addresses cultural awareness, unconscious bias, and the importance of inclusive communication in creating psychologically safe teams.

Participants will learn to identify microaggressions and develop strategies to build inclusive teams that align with global and local Diversity, Equity, and Inclusion DEI policies. The DEI in the Workplace program utilizes real-world case studies and group exercises to effectively apply these concepts, empowering professionals to contribute to a more equitable and inclusive workplace.

## Targeted Groups:

This Diversity, Equity, and Inclusion DEI in the Workplace training targets professionals seeking specialized knowledge and skills:

- Human Resources professionals are aiming to design and implement DEI initiatives.
- Managers and team leaders are responsible for fostering inclusive teams.
- Employees seek awareness of diversity and equity in their work environment.
- Corporate trainers and organizational development specialists.
- Executives focused on building diverse leadership and company culture.
- Diversity officers and DEI consultants.
- Recruitment specialists are involved in equitable hiring practices.
- Professionals working in multinational or multicultural settings.
- Anyone committed to reducing bias and promoting collaboration.

## Targeted Competencies:

Participants will gain the following competencies during the Diversity, Equity, and Inclusion DEI in the Workplace program:

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- Ability to articulate and champion the value of diversity and inclusion.
- Enhanced cultural sensitivity and awareness of unconscious biases.
- Proficiency in applying inclusive language and communication skills.
- Skill in recognizing and addressing microaggressions constructively.
- Capability to cultivate psychological safety and trust within teams.
- Competence in analyzing and implementing DEI policies in varied contexts.
- Strengthened teamwork and collaboration across diverse groups.
- Critical thinking to evaluate DEI challenges and propose effective solutions.
- Leadership skills to promote equity and inclusivity throughout the organization.

## Course Objectives:

Participants will achieve the following objectives by completing the Diversity, Equity, and Inclusion DEI in the Workplace course:

- Define key concepts of diversity, equity, and inclusion and their importance to business success.
- Recognize different types of diversity and understand cultural awareness in professional settings.
- Identify unconscious bias and apply strategies to mitigate its impact in decision-making.
- Practice inclusive communication techniques to foster respectful workplace interactions.
- Identify microaggressions and develop effective responses to mitigate the harm they cause.
- Develop skills to build psychologically safe and inclusive teams.
- Analyze global and local DEI policies and adapt best practices accordingly.
- Apply case study insights to real-world workplace scenarios for practical learning and application.
- Collaborate effectively to promote an inclusive organizational culture.
- Commit to continuous learning and advocacy for equity in the workplace.

## Course Content:

### Unit 1: Understanding Diversity, Equity & Inclusion DEI:

- Define diversity, equity, and inclusion and their interrelation.
- Explore the business impact of DEI on innovation and performance.
- Identify various dimensions of diversity, encompassing both visible and invisible characteristics.
- Explain equity vs. equality in workplace contexts.
- Understand inclusion as active engagement beyond representation.
- Review global trends and organizational case studies that demonstrate the benefits of DEI.
- Discuss legal and ethical implications of DEI in the workplace.

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## Unit 2: Cultural Awareness and Unconscious Bias:

- Define cultural competence and its role in workplace harmony.
- Identify common cultural norms and differences affecting work styles.
- Recognize unconscious bias and its types: affinity, confirmation, and attribution.
- Understand how bias influences recruitment, promotion, and daily interactions.
- Learn bias mitigation strategies, including self-reflection and training.
- Practice techniques for developing cultural humility.
- Analyze case studies that showcase cultural misunderstandings and their resolutions.

## Unit 3: Inclusive Communication and Language:

- Understand inclusive language and its impact on belonging.
- Identify and avoid biased or exclusionary language patterns.
- Practice active listening to foster mutual respect and understanding.
- Learn how to give and receive constructive feedback in an inclusive manner.
- Explore verbal and non-verbal communication cues in diverse teams.
- Develop strategies for cross-cultural communication challenges.
- Role-play scenarios to strengthen inclusive dialogue skills.

## Unit 4: Microaggressions and Their Impact in the Workplace:

- Define microaggressions and distinguish them from overt discrimination.
- Identify common forms of microaggressions in professional settings.
- Explore psychological and productivity impacts on targets and teams.
- Learn how to respond constructively as both a bystander and a target.
- Develop organizational strategies to minimize microaggressions.
- Promote awareness campaigns to educate employees.
- Engage in exercises to recognize subtle biases and behaviors.

## Unit 5: Building Inclusive Teams and Promoting Psychological Safety:

- Understand the concept of psychological safety and its significance to team performance.
- Explore strategies to build trust and openness among diverse members.
- Learn inclusive leadership behaviors and decision-making processes.
- Develop techniques to encourage participation from all voices.
- Identify barriers to inclusion and methods to overcome them.
- Apply team-building activities to reinforce belonging.
- Assess team climate and measure the effectiveness of inclusion.

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## Unit 6: DEI Policies and Practices - Global vs. Local Context:

- Examine different DEI policy frameworks worldwide.
- Understand the role of local culture, laws, and norms in shaping DEI.
- Analyze corporate DEI policies and their implementation challenges.
- Learn to adapt global DEI standards to local environments.
- Discuss accountability measures and reporting mechanisms.
- Explore the role of Employee Resource Groups ERGs and networks.
- Review tools for monitoring and evaluating DEI initiatives.

## Unit 7: Case Studies and Group Exercises:

- Analyze real-world case studies highlighting successful DEI efforts.
- Discuss challenges faced and solutions applied in various industries.
- Participate in group exercises to simulate DEI scenarios.
- Practice problem-solving with diverse perspectives.
- Reflect on personal biases and team dynamics.
- Develop action plans to apply course learnings in the workplace.
- Share feedback and lessons learned to enhance understanding and promote a deeper understanding.

# Final Insights & Key Takeaways:

Embracing diversity, equity, and inclusion fosters innovation and enhances workplace collaboration. Recognizing and mitigating unconscious bias is essential for making equitable decisions. Building psychologically safe teams promotes participation and respect among all employees. Continuous learning and a commitment to DEI principles can positively transform an organization's culture, creating a more inclusive and equitable environment.