

# Diversity and Inclusion Education and Training

## Addressing Resistance

The following document offers guidance on various aspects of D&I education and training in the workplace, specifically: how to deal with people who refuse training; how to find appropriate training; when to use third parties for training; and the frequency of training.

### How to deal with people who refuse training

Dealing with staff who refuse inclusion training in a company striving to be more inclusive can be challenging but the approach taken when addressing their concerns is important for fostering a culture of diversity and belonging. Here are some strategies for addressing this situation:

#### Communicate the Importance:

- Clearly communicate to staff the importance of inclusion training and how it aligns with the company's values and goals.
- Explain that the training is not about targeting individuals but about building a more inclusive workplace for everyone.

#### Address Concerns:

- Take the time to listen to the concerns of staff who are hesitant or resistant to inclusion training.
- Address any misconceptions or fears they may have and provide reassurance that the training is designed to benefit all employees and improve the overall workplace environment.

#### Offer Options:

- Provide alternative options for participation in inclusion training, such as different formats (e.g. online modules, workshops, discussion groups) or scheduling options to accommodate different learning styles and preferences.

### Highlight the Benefits:

- Emphasise the potential benefits of inclusion training, such as improved communication, teamwork, employee engagement, and organisational performance.
- Share success stories or examples of how inclusion training has positively impacted other workplaces.

### Lead by Example:

- Demonstrate leadership commitment to inclusion by participating in training yourself and encouraging other leaders and managers to do the same. When employees see that leadership is actively engaged in inclusion efforts, they may be more inclined to participate.

### Address Resistance:

- If staff continue to refuse inclusion training despite efforts to communicate its importance and address concerns, consider having one-on-one conversations to understand their reasons for resistance. Explore underlying issues and work together to find potential solutions or compromises.

### Set Expectations:

- Clearly communicate that participation in inclusion training is a requirement for all employees and outline the consequences for non-compliance. However, also be open to legitimate concerns or challenges raised by staff.

### Follow Up and Support:

- Provide ongoing support and resources to employees who participate in inclusion training and follow up periodically to reinforce key concepts and ensure that training principles are being applied in the workplace.

## Evaluate and Adjust:

- Continuously evaluate the effectiveness of inclusion training initiatives and be open to feedback from staff.
- Adjust training content or delivery methods as needed to better meet the needs and preferences of employees.