



PB INSTITUTE OF RESEARCH AND TECHNOLOGY

P.O Box 21457-00100

Nairobi - Kenya

Mobile: +254 721 214 795

Email: info@pebblesinstitute.org

Workforce Diversity Intelligence & Bias Mitigation Training

Duration: 5 days

On-Site

01 Who Should Attend

- This course is ideal for;
- HR directors and managers
- Talent acquisition specialists
- Organizational development specialists
- Diversity, equity, and inclusion (DEI) leaders
- People analytics specialists
- Senior executives and C-suite leaders
- Learning and development (L&D) managers
- Hiring managers and team leads
- Employee resource group (ERG) leaders
- Anyone responsible for building and fostering a diverse workplace



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02 About the Course

In today's dynamic and interconnected global economy, a diverse and inclusive workforce is no longer a matter of corporate social responsibility—it's a strategic imperative. This training course is meticulously designed to equip HR professionals and leaders with the essential skills to cultivate an environment where diversity thrives, and inherent biases are proactively addressed. By mastering the principles of diversity intelligence, you can unlock innovation, enhance employee engagement, and build a resilient organizational culture that is both equitable and high-performing. This program provides the critical blueprint for a new generation of leaders prepared to champion a more inclusive and productive workplace.

This comprehensive curriculum offers a practical deep dive into the psychology of bias and the strategic frameworks for building a truly diverse and equitable organization. You will learn how to use data to identify and mitigate biases in the talent lifecycle, from recruitment and hiring to performance management and promotion. The course focuses on real-world scenarios and hands-on exercises, helping you to build the skills necessary to facilitate difficult conversations, promote psychological safety, and drive measurable change. By the end of this program, you will not only be proficient in diversity intelligence but also be prepared to champion a more fair, just, and high-impact approach to HR leadership.

03 Workshop Objectives

- Understand the strategic value of diversity intelligence and inclusion.
- Master a comprehensive framework for identifying and mitigating unconscious bias.
- Develop a strategic plan for integrating diversity and inclusion into the talent lifecycle.
- Use data and analytics to measure and report on DEI initiatives.
- Build a compelling business case for investing in diversity and inclusion.
- Facilitate difficult conversations and promote a culture of psychological safety.
- Address ethical dilemmas related to bias in hiring and promotion.
- Create a roadmap for a successful and sustainable DEI program.
- Champion an inclusive mindset and culture within your organization.



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04 Module Topics

Module 1: The Foundations of Diversity Intelligence

- Defining diversity, equity, inclusion, and belonging.
- The strategic link between diversity and business outcomes.
- Understanding the different types of unconscious bias.
- The psychology of bias and how the brain processes information.
- Case studies of organizations with successful diversity initiatives.

Module 2: Bias in the Talent Lifecycle

- Identifying bias in job descriptions and sourcing.
- Mitigating bias in the recruitment and interviewing process.
- The role of blind resume reviews and diverse interview panels.
- Addressing bias in performance reviews and feedback.
- Best practices for fair and equitable promotion decisions.

Module 3: DEI Data, Analytics, and Measurement

- Key metrics for tracking diversity and inclusion.
- Using people analytics to identify and monitor bias.
- The importance of data accuracy, consistency, and transparency.
- A framework for building a DEI dashboard.
- Strategies for communicating and reporting on DEI progress.

Module 4: Inclusive Leadership and Psychological Safety

- The traits of an inclusive leader.
- Understanding the concept of psychological safety.
- Best practices for facilitating difficult and courageous conversations.
- The role of empathy, vulnerability, and allyship in leadership.
- Creating a culture where all voices are heard and valued.



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Module 5: Building a Sustainable DEI Program

- Developing a strategic roadmap for your DEI initiatives.
- The role of employee resource groups (ERGs) and other networks.
- Best practices for DEI training and education.
- The importance of linking DEI goals to business objectives.
- Strategies for building a continuous improvement framework.

Module 6: Inclusive Communication and Storytelling

- The role of communication in building an inclusive culture.
- Developing a consistent and inclusive brand voice.
- The importance of using inclusive language and imagery.
- Strategies for celebrating diversity and sharing success stories.
- Best practices for a transparent and honest communication approach.

Module 7: The Future of DEI in HR

- Emerging trends in AI, machine learning, and new technologies.
- The skills needed to be a successful diversity leader.
- The role of HR in shaping a more equitable future.
- Building a sustainable and scalable DEI function.
- A personal action plan for championing an inclusive culture in your role.