



How to Choose the Best Diversity, Equity and Inclusion Training

**What to look for when selecting
training for your organization**

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As you search for DEI training that fits with your culture and affirms your values, you've likely come across a plethora of eLearning options and seen that formats range from simple slide-based courses to full video-based training and everything in between. It can be overwhelming—and knowing what to look for and what questions to ask can make all the difference.

This checklist is designed to help you cut through the noise and focus on what really matters, as well as what to avoid.

What to consider

1. **Relatable Training**

Does the training depict real life in a way that is relatable for everyone?

2. **Practical, Actionable Guidance**

Does the training provide practical and actionable guidance, and does it fit with your other DEI initiatives?

3. **Engaging Learning Experience**

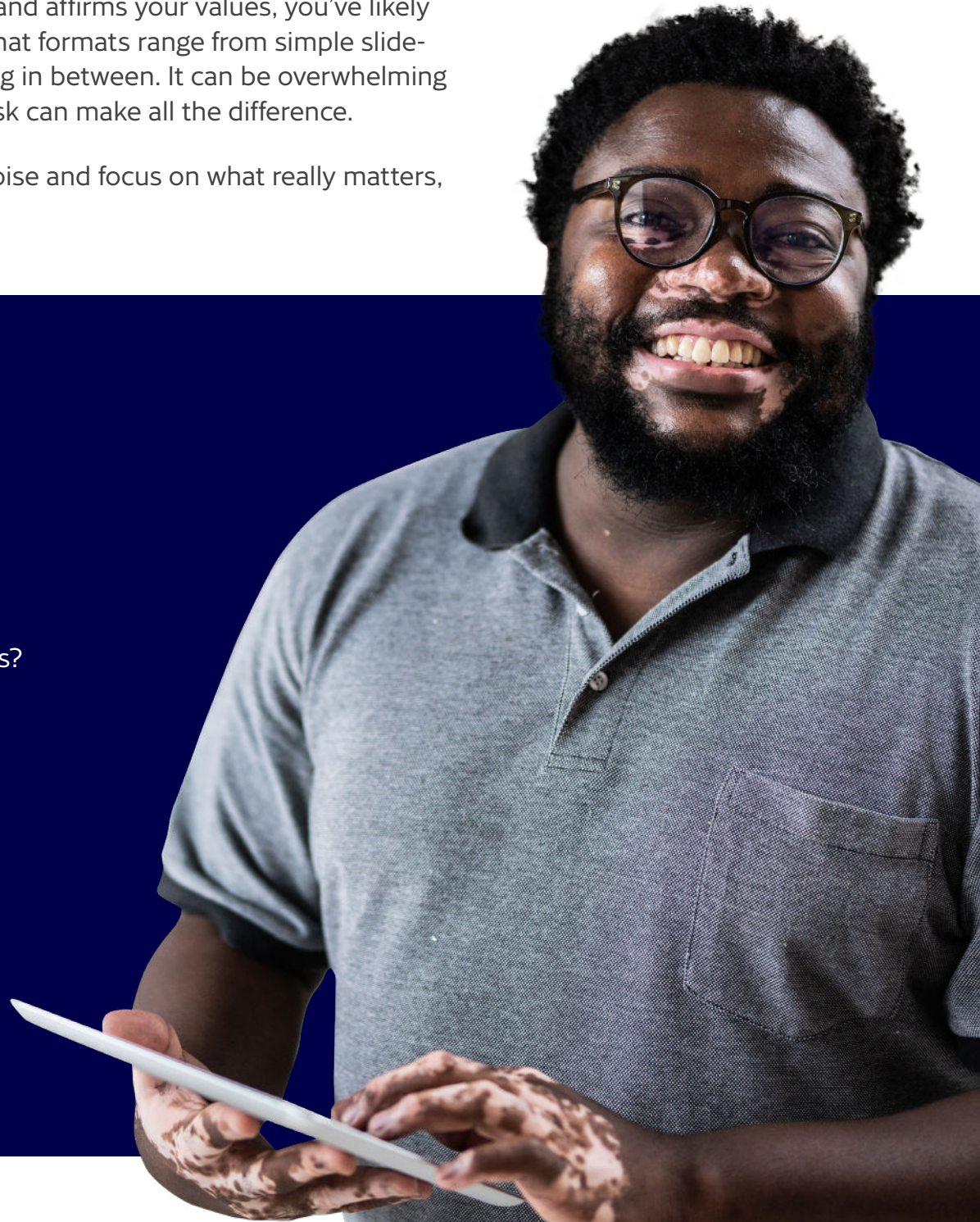
Does the training include meaningful interactivity that prompts reflection?

4. **Seamless Deployment**

Will the training be easy to roll out and what type of support can you expect?

5. **Training Expertise**

Is the provider an expert in the field and can you trust them to be a reliable partner in the long run?



RELATABLE TRAINING

Does the training depict real life in a way that is relatable for everyone?



Why this matters

If training content is not delivered in a way that feels relatable and believable for everyone in the whole organization, not only will it be ineffective, but it could also create backlash that might actually reverse your progress on DEI.



Expert tip

Make sure to involve a diverse group of leaders, to participate in your preview process, and gather their feedback to help inform decision-making. For instance, if you have ERGs (Employee Resource Groups), their members are likely very keen to be involved. Likewise, managers are a critical group to include when gathering input. By taking these steps, you'll minimize the possibility of pushback.



What to look for

- Story-based learning that shows how different people can experience the same workplace in different ways.
- Course content features research based insights on key DEI concepts.
- Genuine, real-life workplace stories that bring authenticity to the training experience.
- A comprehensive view on DEI with a variety of perspectives – relatable for everyone, without shaming, blaming or targeting any group as aggressors or victims.



What to avoid

- Clumsy approach to sensitive issues – not in tune with the current social climate.
- Superficially “showcasing” diversity instead of offering thoughtful insights.
- Unrealistic scenarios built around tired and cringy cliches.
- Poor acting or badly written scripts that distract from learning.
- An exclusive focus on certain types of diversity (like race or gender) while ignoring others (such as disabilities). All the above can contribute to employee backlash and resentment.

PRACTICAL, ACTIONABLE GUIDANCE

Does the training provide practical and actionable guidance, and does it fit with your other DEI initiatives?



Why this matters

Think back on the last online training you took – were you able to put it into practice? That can only happen if training is understandable, relevant and applicable to your wider DEI efforts and your employees' daily work life. Look for training that can take complex ideas and make them clear and relevant for your entire organization.



Expert tip

As you take a preview of the course, consider whether the training fits with your organization's DEI needs. For example, many organizations aim to equip managers with the resources they need to support broader DEI efforts, and so they consider manager-specific guidance to be a critical aspect of their training requirements.



What to look for

- A deliberate approach to instructional design that breaks down complex topics without oversimplification.
- Provides actionable guidance that can be used in everyday work situations.
- Provides guidance on inclusive management practices.



What to avoid

- Instruction is theoretical, vague and presents abstract ideas that may overcomplicate and confuse.
- Topics are oversimplified and trivialized in a way that reduces their importance.
- Focuses mostly on “what not to do” by showing problematic behaviors without offering positive alternatives.
- Training that lacks an appropriate tone and that could jeopardize your other DEI initiatives.

ENGAGING LEARNING EXPERIENCE

Does the training include meaningful interactivity that prompts reflection?



Why this matters

Have you experienced training that left you bored and uninterested? Perhaps you just clicked through it to finish up faster. It's likely you didn't learn much. To avoid this, interactive elements must be closely tied to the content itself. And if the interactive exercises help you to make different choices, you can learn how your actions will affect how others react.



Expert tip

You're likely rolling out training on DEI because it's an important topic in your organization's culture and you want people to stay engaged and learn while taking the course. So, when you preview the training, take note of this: How frequently did you see interactive exercises? Did they make you pause and think? Did they relate to important learning objectives?



What to look for

- Interactive exercises are threaded throughout the entire training and connected to compelling stories.
- Meaningful questions and exercises that are sensitive to all groups and avoid labeling people as victims or villains.
- Exercises provide learners with the ability to consider different scenarios and offer opportunities for personal reflection.



What to avoid

- Interactive portions of the training are scarce, or interactivity is limited to a quiz at the end.
- Interactive exercises are so simple as to be meaningless.
- Or, the opposite is true and overly complex exercises create confusion for learners.
- Interactive exercises are disconnected from the learning objectives and do not inform learners of how to make their own behavioral changes.

SEAMLESS DEPLOYMENT

Will the training be easy to roll out and what type of support can you expect?



Why this matters

You probably know from experience that even the best training will fall short if the implementation is administratively burdensome. Equally, if it does not provide flexibility to work with your existing systems and processes, then it will not be able to meet your needs. Look for training that eases your burden, rather than adding to it.



Expert tip

Make sure to involve your IT department early on so you don't waste time on evaluating training options that will not work for your organization's technical requirements. Your training provider should be able to quickly instill confidence in their ability to provide you with what you need for implementation to be smooth, right from the beginning to the very end.



What to look for

- Flexible and fast delivery: Whether you need a SCORM package or want to use your provider's LMS (learning management system), they are ready to set you up.
- Providers with an LMS that is easy-to-use and has all the administrative and reporting functionality needed such as automated reminders, roll-out manager and completion tracking.
- They have a customer support team of knowledgeable staff ready to provide human assistance and address any inquiries or concerns promptly.



What to avoid

- Unnecessary complications, delays or extra charges related to delivery.
- Providers relying on third-party platforms for their LMS.
- The provider's LMS is cumbersome or lacks important functionality, creating an exhaustive administrative burden.
- Limited or nonexistent customer support from the provider, making it difficult to successfully implement training.

TRAINING EXPERTISE

Is the provider an expert in the field and can you trust them to be a reliable partner in the long run?



Why this matters

You've probably been in a situation where a seemingly great vendor didn't meet your expectations. To avoid this, be wary of training providers who lull you in with great promises—but who are not open with the facts and can't prove that they will be able to deliver.



Expert tip

Prioritize training providers whose dedication to diversity, equity, and inclusion is deeply rooted in their core values. Furthermore, seek partners equipped with a reliable team of experts boasting relevant experience, including legal and compliance knowledge. This ensures your organization stays abreast of new and evolving regulatory laws pertaining to DEI, fostering a culture of compliance and inclusivity.



What to look for

- The provider is an expert in the space and DEI is a crucial part of their mission. In addition to training, they offer valuable strategic insights such as research and analysis.
- The provider's team makes you feel at ease and confident that they will always have your best interests in mind.
- The provider has a strong base of satisfied long-standing customers.



What to avoid

- DEI is just one of many training courses housed within an extensive course catalog, rather than given dedicated focus and attention.
- It's unclear what the various fees are for and if they'll be recurring or not. It's hard to know what you're getting for your money.
- If your first touchpoints cast doubt on the provider's way of doing business, consider this a red flag.

Did anything surprise you as you went through these questions?

We hope this guide helps with your decision making. While each organization's needs are unique, one thing is certain: Diversity, Equity and Inclusion training not only meets immediate expectations, but it can also strengthen your company culture and amplify your organizational values—if you make the right choice!

About Traliant

Traliant combines in-house legal expertise with modern, emotionally engaging course design to redefine compliance, training experiences and services. It helps thousands of interactive organizations create a culture of ethics, inclusion and safety by addressing dozens of critical topics including sexual harassment training, diversity training and code of conduct training. Traliant's innovative and interactive approach to learning can be easily customized into affordable and cost-effective solutions for clients to address their industry, branding, policies, risks and job-specific needs.

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