

SSI Diversity Training Client Journey Map

Client interface

After reaching out to SSI Diversity Training, a member of our team will connect with you through email or a phone call.



Discover discussion

We would like to get to know you better. We are interested in your learning needs, goals and expectations. At this stage, we will also walk you through our suite of training titles and customisable workshops.



Proposal and agreement

Once we have a proposal in place that meets your needs, we will commence pre-training arrangements and send you workshop details, links and resources.



Training delivery

We deliver face-to-face (in-house or our venue), online, or blended training. Our workshops are engaging and interactive, grounded in SSI's experience as a leading provider of services to culturally and linguistically diverse communities.



Post-training & feedback

We greatly value your feedback as we continually refine our practice. A participant survey and a client feedback survey will be sent after the training. Extra resources and other relevant materials will be provided, if needed.



Relationship management

Let's talk about future opportunities! We'd love you to be part of our growing number of ongoing/return customers.



SSI Diversity Training delivers training to non-government, government and corporate sectors. If you know of a service that would benefit from our training, please pass on our contact details: e: diversitytraining@ssi.org.au | p: 0411 212 635
Visit our website for our range of training opportunities
<https://www.ssi.org.au/diversity-training>

