



Cultural diversity training for small to large businesses

We live in a vibrant multicultural community, with one in four Australians born overseas and over 400 languages spoken.

A commitment to diversity, equity and inclusion can deliver organisational benefits on multiple levels including business growth, attracting diverse perspectives and greater employee engagement.

SSI Diversity Training provides learning experiences that transform how people respond to diversity in ways that are thought-provoking, inspire curiosity, and build confidence to engage more effectively with cultural diversity. We work with leaders as well as operational and service delivery staff to positively engage with their colleagues, community and customers.

We are a Social Traders certified training provider that supports organisations to build inclusion and contribute to society through social procurement. As a leading provider of services to multicultural communities across Australia, we share our learnings and experience through our training.

Our services include:

- In-person or virtual workshops
- E-learning modules
- Customised training

Contact us

SSI Diversity Training

e: diversitytraining@ssi.org.au

www.ssi.org.au/diversity-training

Our workshops

Working inclusively in culturally diverse teams (3 hours)

This interactive workshop provides an opportunity for participants to reflect on how they can enhance their understanding and change their practices to contribute to a more inclusive team mindset. The workshop will utilise a range of activities to build self-awareness and cultural humility and explore the impact of culture and unconscious bias on our day-to-day interactions in the workplace.

Who should attend? All staff

Effective customer service with culturally diverse communities (3 hours)

This workshop supports customer service staff to develop their capabilities and confidence to interact with customers from diverse cultural and linguistic backgrounds. Customer service staff are often the first point of contact in an organisation and play a pivotal role in customer experience.

Who should attend? Customer service and reception staff

Working effectively with language services (2 hours)

This workshop assists participants to utilise the skills of a professional interpreter to effectively communicate with linguistically diverse individuals and communities to create more accessible and meaningful engagement.

Who should attend? Customer service staff or staff regularly using interpreters

Attract, recruit and retain a culturally diverse workforce (3 hours)

Having a culturally diverse workforce attracts specific skills, knowledge and new perspectives, builds trust with communities, and draws in customers from culturally diverse backgrounds. This workshop looks at targeted and flexible approaches to attract diverse talent into your business and explores strategies to build an inclusive company culture to maximise employee retention.

Who should attend? People and culture, talent acquisition and hiring managers

99%

of participants rate our training good to very good

e-Learning **Fundamentals of culturally responsive practice**

This e-module provides learners with a core understanding of working inclusively of cultural diversity in the workplace and helps develop a common language and commitment across the organisation.

This is ideal for induction learning and can be followed by one of our interactive workshops to deepen understanding.