

# DOES DIVERSITY TRAINING WORK?

## Forms of diversity training:

Implicit Bias Training  
Anti-Bias Training  
Sensitivity Training  
Cross-Cultural Training



It is a **set of programs or interventions intended to reduce prejudice and bias, improve communications and inter-group relations**, and increase the knowledge, skills, and motivation of employees.

## What do we know about **diversity training**?



There are **BENEFITS...**

**Real outcomes in skills, knowledge and learning.**  
People attending a training program are more likely to increase their knowledge/skills around diversity.

**Positive effects on behavior.**  
An individual's attitudes over time can be impacted by changing behaviors and knowledge.

**Create a culture of change.**  
Training can help develop a growth mindset regarding the malleability of diversity-related behaviors.

**Unlock the potential of teams.**  
Encouraging individuals to take the perspectives of those who are different from them enhances creativity.



But also some **CONCERNS...**

**Are the results reliable?**  
Program evaluations (particularly self-assessments) don't often correctly reflect participant's bias/prejudice.

**Worse behavior.**  
Diversity training can lead to worse behaviors if participants resent being selected for the training.

**Illusion of fairness.**  
The presence of diversity training can make a company feel it doesn't have a problem with bias when it does.

**Stereotype rebound.**  
In some cases, participants who are instructed to avoid stereotypes will enact more stereotypical behaviors.



## How to **implement diversity training effectively**

- Take a behavioral approach.
- Use data and develop impact measurements.
- Host your training in an educational setting.
- Make it voluntary.
- Create new norms and set examples.
- Spread out sessions over several days/weeks.
- Integrate with other policies and programs.

### Other ways to challenge inequality...

- Review hiring practices.
- Develop skills-based assessments.
- Create mentoring and sponsorship programs.
- Establish diversity committees or task forces.