



安讯教育与科技有限公司
Axon Consultancy Sdn Bhd

BRIDGING DIFFERENCES, BUILDING SUCCESS



WORKPLACE DIVERSITY, EQUITY & INCLUSION (DEI) PROGRAMME



Axon Consultancy Sdn. Bhd.

(Co Reg no: 201701042497)

2-2, Plaza Usahawan Genting Kelang, Jalan Danau Naiga,
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AN OVERVIEW

Bridging Differences, Building Success is a practical workplace diversity and inclusion programme designed to help participants understand, respect, and leverage differences to improve teamwork and performance. The programme builds awareness of diversity, equity, and inclusion (DEI), strengthens communication skills, and equips participants with practical tools to create an inclusive, respectful, and high-performing work environment.

DURATION: 2 Days

WHO SHOULD ATTEND:

This program is suitable for individuals at all levels within an organisation, including:

- Employees at all levels
- Supervisors and team leaders
- Managers and executives
- HR and people-management professionals
- NGOs, community organisations, and project teams
- Organisations seeking to strengthen diversity, equity, and inclusion practices



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PROGRAMME OBJECTIVES

At the end of the programme, participants will be able to:

- Explain the concepts of diversity, equity, and inclusion within a workplace context
- Recognize unconscious bias and its impact on professional interactions and decisions
- Apply respectful and inclusive communication techniques across diverse teams
- Demonstrate effective collaboration in cross-cultural and multi-generational environments
- Manage misunderstandings and conflict constructively in diverse workplaces
- Practice inclusive leadership behaviours regardless of role or designation
- Develop and implement a practical DEI action plan aligned with organizational goals

LEARNING OUTCOMES

Upon completion, participants will demonstrate:

- Improved awareness of diversity dimensions and inclusive behaviours
- Enhanced interpersonal communication and listening skills
- Increased ability to manage bias and assumptions at work
- Stronger collaboration and teamwork across differences
- Practical application of inclusive leadership and allyship practices
- Action-oriented behavioural changes supported by a structured DEI action plan



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TRAINING METHODOLOGY

The programme adopts a blended, interactive learner-centred approach combining:

- Interactive lectures with practical examples
- Facilitated group discussions
- Workplace-relevant case studies
- Structured role-plays (non-sensitive and professional)
- Experiential learning activities
- Peer learning and collaborative exercises
- Action-planning workshops

This blended methodology ensures participants can understand, experience and apply inclusive practices in their daily work



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Course Content

Day 1: Understanding Diversity and Building Awareness

Session 1: Programme Introduction and Expectations

- Programme overview and learning objectives
- Establishing ground rules for psychological safety
- Ice-breaking activity: “Who’s in the Room?”

Session 2: Why Diversity Matters in the Workplace

- Definition and dimensions of workplace diversity
- Business and organisational benefits of diverse teams
- Diversity Wheel Reflection (activity)

Session 3: Equity and Inclusion Fundamentals

- Differentiating diversity, equity, and inclusion
- Barriers to inclusion in organisations
- Inclusion Moments reflection and discussion

Session 4: Self-Awareness and Unconscious Bias

- Understanding unconscious bias and its origins
- Common workplace bias scenarios
- Bias self-reflection exercise (private and non-judgemental)

Session 5: Respectful and Inclusive Communication

- Communication styles and cultural differences
- Active listening and empathy
- Inclusive language and non-verbal communication
- Communication Styles in Action (group activity)

Session 6: Understanding Micro Behaviours at Work

- Positive and negative micro behaviours
- Impact on morale, engagement, and teamwork
- Spot the Micro Behaviour Challenge



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Day 2: Building an Inclusive and High-Performing Workplace

Session 7: Cross-Cultural Collaboration

- Cultural values and workplace expectations
- Effective communication across cultures
- Leveraging diversity for problem-solving
- Culture-to-Culture Exchange Map (activity)

Session 8: Conflict Management in Diverse Teams

- Causes of misunderstanding in diverse environments
- Healthy vs unhealthy workplace conflict
- Conflict resolution frameworks
- Guided role-play (safe, professional scenarios)

Session 9: Inclusive Leadership for All Roles

- Inclusion as a shared organisational responsibility
- Modelling inclusive behaviours
- Fair decision-making and participation
- Inclusive Leadership Challenge (case studies)

Session 10: DEI Action Planning

- Identifying inclusion strengths and gaps
- Setting realistic and measurable goals
- Personal and team DEI action plans
- Commitment statement



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Trainer Portfolio: Ms Jegathiswari Seetha Raman (Arularase Baskar) HRDC Accredited Trainer | NLP Practitioner | Life & Mindset Coach | Emotional Intelligence Specialist

Jegathiswari Seetha Raman is an award-winning professional trainer with over 20 years of experience in corporate training, coaching, and personal development, renowned for her energetic facilitation style and ability to spark deep, lasting transformation. Armed with multiple certifications—including Master NLP Practitioner, Master Emotional Intelligence, Life Purpose Coach, and NLP in Sales & Persuasion—she has empowered thousands to elevate their communication, strengthen emotional resilience, and unlock high-performance mindsets. Her diverse career spans sales leadership, digital marketing, HRDC and Penjana programmes, and specialised coaching for both working professionals and retrenched individuals, giving her a unique blend of behavioural expertise and real-world business insight. A recipient of major industry accolades such as the National Education & Training Excellence Award and the Asia Lifetime Achievement Award in Learning & Development, as well as the author of *The Power of Purpose*, Jegathiswari delivers training rooted in authenticity, empathy, and purpose—helping individuals and organisations transform potential into meaningful, measurable results.

Areas of Expertise

- NLP & Emotional Intelligence
- Communication Mastery
- Leadership & Team Motivation
- Sales Psychology & Humanised Sales
- Mindset & Personal Transformation
- High Emotional Intelligence
- Goal Setting & Purpose-Driven Performance
- Coaching for Behavioural Change

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