

**CAPACITY BUILDING ON
LEADERSHIP THROUGH
EFFECTIVE
COMMUNICATION,
DIVERSITY, AND
INCLUSION**



GENTEX[®]
TRAINING CENTER



Introduction

Leaders who communicate well and include everyone in the conversation get better decisions and stronger commitment from their teams. The Capacity Building on Leadership through Effective Communication, Diversity, and Inclusion Training Course develops those capabilities together rather than treating them separately. Participants learn to adapt their communication to different audiences, listen actively, and build workplaces where people contribute fully regardless of background. Furthermore, the course covers unconscious bias, inclusive leadership behaviours, and equitable opportunity. In addition, it addresses psychological safety, feedback, and measuring inclusion. As a result, participants return able to lead teams that are both more inclusive and more effective.

Capacity Building on Leadership through Effective Communication, Diversity, and Inclusion Course Objectives

- Adapt communication style to different audiences, cultures, and levels.
- Apply active listening, questioning, and summarising techniques.
- Recognise unconscious bias and its effect on decisions and opportunity.
- Build psychological safety so people raise concerns and ideas openly.
- Apply inclusive leadership behaviours in daily team practice.
- Design meetings and processes that give everyone a voice.
- Give and receive feedback using the SBI model across difference.
- Address exclusionary behaviour and microaggressions constructively.
- Build equitable access to development, mentoring, and progression.
- Measure inclusion and engagement with practical indicators.



Course Methodology

- Instructor-led sessions linking communication, diversity, and leadership practice.
- Structured self-assessment of communication style and bias awareness.
- Case studies of inclusive and exclusive workplace practice.
- Role-play exercises on feedback, difficult conversations, and inclusion challenges.
- Group workshops building inclusion action plans and communication routines.
- Continuous knowledge checks and a final assessed inclusion leadership project.

Who Should Take This Course

- Managers and team leaders at all levels.
- HR, diversity, and inclusion professionals.
- Supervisors responsible for team culture.
- Programme and project leaders managing mixed teams.
- Senior professionals reviewing organisational culture.
- Anyone leading a team across cultures, locations, or backgrounds.

Capacity Building on Leadership through Effective Communication, Diversity, and Inclusion Course Outlines

Day 1: Leadership Communication Foundations

- Why communication determines leadership effectiveness.
- Communication styles and adapting to individuals and audiences.

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- Active listening, questioning, and summarising techniques.
- Structuring messages clearly for different levels.
- Non-verbal communication and presence.
- Barriers to communication across cultures and functions.
- Workshop: assessing your own communication style.

Day 2: Understanding Diversity and Inclusion

- Diversity, inclusion, and equity: what each term means.
- Dimensions of diversity: visible and invisible.
- The business and ethical case for inclusion.
- Unconscious bias: types, effects, and mitigation.
- Stereotyping, microaggressions, and exclusionary behaviour.
- Legal, ethical, and reputational considerations.
- Workshop: identifying bias patterns in workplace decisions.

Day 3: Building Inclusive Team Practice

- Psychological safety and why it drives performance.
- Inclusive leadership behaviours in daily practice.
- Designing meetings so all voices are heard.
- Equitable access to development, mentoring, and progression.
- Flexible working and accessibility considerations.
- Recruitment and selection practices that reduce bias.
- Workshop: redesigning a team process for inclusion.

Day 4: Feedback, Difficult Conversations, and Trust



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- Giving feedback using the SBI model across difference.
- Receiving feedback on your own inclusion practice.
- Addressing exclusionary behaviour constructively.
- Handling cultural misunderstanding and language differences.
- Managing conflict rooted in identity or perception.
- Repairing trust after an exclusionary incident.
- Workshop: running a difficult inclusion conversation.

Day 5: Measuring Inclusion and Leading Change

- Inclusion and engagement indicators that matter.
- Surveys, listening groups, and qualitative feedback.
- Kotter's eight-step change model for culture change.
- Building an inclusion action plan with owners and milestones.
- Role modelling and sponsoring diverse talent.
- Building a personal inclusive leadership development plan.
- Workshop: presenting an inclusion and communication improvement plan.

Conclusion

By successfully completing the Capacity Building on Leadership through Effective Communication, Diversity, and Inclusion Training Course, participants will have acquired the knowledge to communicate effectively across difference, recognise and reduce bias, build psychological safety, apply inclusive leadership behaviours, and address exclusionary conduct constructively. They will also gain the ability to build equitable access to opportunity and measure inclusion with practical indicators. Furthermore, the course prepares leaders to build teams where people contribute fully and perform better as a result. Gentex Training Center delivers this programme with a strong emphasis on practical, workplace-ready inclusive leadership.





FAQs

Q1 What is the "Capacity Building on Leadership through Effective Communication, Diversity, and Inclusion" course about?

It is a practical programme that develops leadership through inclusive communication. It covers communication styles and active listening, diversity, inclusion and equity concepts, unconscious bias, psychological safety, inclusive team practices, feedback across difference, handling exclusionary behaviour, and measuring inclusion.

Q2 What are the key benefits of the "Capacity Building on Leadership through Effective Communication, Diversity, and Inclusion" course?

Participants gain the ability to lead teams where people speak up honestly and contribute fully, which improves decision quality and reduces hidden problems. The course strengthens communication across cultures and levels, lowers bias in decisions and recruitment, improves retention of diverse talent, and reduces legal and reputational risk.

Q3 What skills will I gain from the "Capacity Building on Leadership through Effective Communication, Diversity, and Inclusion" course?

Leadership communication across audiences and cultures; bias awareness and inclusive decision practice; psychological safety and inclusive team leadership; and inclusive feedback, difficult conversation handling and inclusion measurement.



Q4 What tools, methods, or standards are covered in the "Capacity Building on Leadership through Effective Communication, Diversity, and Inclusion" course?

The course covers communication style frameworks, active listening and questioning techniques, unconscious bias identification and mitigation methods, psychological safety models, inclusive meeting design, SBI feedback method, structured conversation formats for exclusionary behaviour, bias-reduced recruitment practices, inclusion and engagement survey methods, Kotter's eight-step change model, and inclusion action planning templates.

Q5 How is the "Capacity Building on Leadership through Effective Communication, Diversity, and Inclusion" course applied in real-world practice?

Graduates apply it by adapting their communication to different audiences, designing meetings where quieter members contribute, and reviewing their own decisions for bias. They also give feedback across difference with care, address exclusionary comments early, sponsor and mentor diverse talent, and track inclusion and engagement measures against improvement actions.