

Diversity and Inclusion Training for Volunteers

Course Overview:

Volunteers are the public face of community events, not-for-profit organizations, and the corporate sponsors that support those events and organizations. It is important for diverse groups to be represented in volunteer workforces, and for members of diverse groups to be treated respectfully by volunteers at all times.

Diversity and Inclusion Training for Volunteers is an online training course that educates volunteers about diversity and inclusion, examines both acceptable and unacceptable attitudes and behaviours, and identifies appropriate ways to respond in situations involving disrespectful behaviours.

Learning Objectives:

Upon completion of the course, participants will be able to:

- Recognize the benefits of diversity and the importance of treating others with dignity and respect
- Understand the concept of *culture* and identify practical strategies to improve communication between people from different cultural backgrounds
- Identify acceptable and unacceptable attitudes and behaviours
- Explain the terms *discrimination, harassment,* and *bullying,* and describe practical strategies to address such behaviours
- Know how to respond to situations involving disrespectful behaviours, whether as the victim, the accused, or a bystander

Content Presentation and Evaluation:

Diversity and Inclusion Training for Volunteers is written in clear, simple language with full-colour illustrations and user-friendly navigation. Participants can choose to listen to screen content using the audio option or can turn off this feature and read at their own pace. Interactive screens engage learners and reinforce key concepts.

To pass the course, participants must obtain 100% on end-of unit testing. Those who fail can review the content and re-test as many times as necessary to pass the course. Test questions are randomly selected from a test bank to ensure that each testing experience is unique. ***Successful participants can immediately download/print a Certificate of Completion that includes their name and the date of training.***

Course Duration:

This is a self-paced learning experience. Participants can exit and re-enter the course at any time. The time required to complete the course will vary, depending on the learning style and prior knowledge of the individual. On average, most participants will complete their training in less than an hour.