



Deep-Dive Workshop: Building an Inclusive Workplace & Customer Experience

Format & Length 3–4-hour interactive session (on-site or virtual)

Who Should Attend?

Hiring managers • HR & talent teams • Front-line supervisors • Facilities & operations leads • Customer-experience, marketing, and DEI champions

Workshop Outcomes

- 🌟 **Hire & Onboard Inclusively:** Redesign a job post, interview flow, and 90-day onboarding plan.
 - 🌟 **Create a Barrier-Free Workflow:** Map at least three workplace processes and incorporate universal design tweaks.
 - 🌟 **Reach Disability Customer Segments Audit:** Identify one key service or marketing touchpoint for accessibility gaps and craft an improvement plan.
 - 🌟 **Draft a 6-month Inclusion Roadmap:** Assign owners, metrics, and communication milestones.
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Agenda Snapshot (Half-Day)

Time	Segment
0:00 – 0:20	<i>Why Inclusion Pays</i> — talent, productivity, and \$490 B disability market spending
0:20 – 0:50	<i>Barrier-to-Solution Brainstorm</i> — internal & customer-facing hurdles
0:50 – 1:40	<i>Inclusive Hiring & Onboarding Lab</i> — rewrite job post, build structured interview, sketch 90-day plan
1:40 – 2:20	<i>Workplace Accommodations & Tech Petting Zoo</i> — hands-on demos & cost-benefit cases

Time	Segment
2:20 – 3:00	<i>Inclusive Customer Experience Sprint</i> — assess physical, digital, and service touch-points
3:00 – 3:40	<i>Road-Mapping & Metrics</i> — set 6-month goals, owners, comms plan
3:40 – 4:00	Q & A + commitments recap

Included Deliverables

- ✚ Editable job-description, interview-rubric & onboarding-plan templates
 - ✚ Accessibility & customer-journey audit checklist
 - ✚ 6-Month Inclusion Roadmap worksheet
 - ✚ Slide-deck PDF + resource links
 - ✚ 30-minute follow-up coaching call (within 30 days)
 - ✚ Certificates of completion
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Optional Add-ons

- ✚ Pre-workshop readiness & customer-satisfaction pulse survey
 - ✚ Mini-audit of websites, social channels & ATS filters
 - ✚ Session recording & internal-use license
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Investment

Pricing quoted per session (up to 35 participants) based on delivery mode and travel requirements. Volume discounts for multi-tier roll-outs.

Book Your Workshop

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