

••• CASE STUDY

Building an Inclusive Culture



Challenge

A global banking leader needed learners to realize how unconscious bias is an everyday issue naturally ingrained in their actions and decisions. They wanted learners to be aware of the inherent biases in human nature so they can be more effective at their jobs, improve team interactions, identify and act on opportunities more effectively, and learn something new about themselves.

Solution

GP Strategies came in to design an interactive 30-minute eLearning program for all employees called "Building an Inclusive Culture."

The online experience included personalized elements to accommodate different learning styles; use of storytelling to show how to build a diverse workforce and inclusive culture; learner interaction via online chats; and use of common workplace situations to ground learning in relevant scenarios.

Business Impact

As of April 2017, 75% of the 208,614 employees that were invited to take the training had completed it. Highlights from the program evaluation also showed:

- 98% of respondents agreed that they learned something new, found the course relevant to their roles, and would recommend it to others
- 99% agreed they'd be able to apply the skills they learned

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RESULTS

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