

Oakland County

Diversity, Equity, and Inclusion (DEI) Training Courses

Oakland County DEI Office Course Offerings

Below are the DEI Office's current course offerings. In-person and virtual options are available. All courses except for Mental Health First Aid are 4 hours or less. If you are interested in scheduling a session for your team or if you have any additional training needs not met by the courses listed below, please contact Jennifer Persons at personsj@oakgov.com to discuss available options.

Accessibility and Inclusion for People with Disabilities – *Virtual (3 hrs)*

This course explores the principles and practices of creating accessible and inclusive environments for individuals with disabilities. Participants will gain an understanding of the social model of disability, relevant legislation, and best practices for fostering inclusivity in various settings, including workplaces, educational institutions, and public spaces. The course emphasizes the importance of removing barriers—physical, technological, and attitudinal—to ensure that everyone can participate fully and equally in society.

Active Strategies for Fostering a Culture of Belonging – *Virtual (4 hrs)*

This course aims to raise awareness about the impact of bias and microaggressions in the workplace and provide participants with practical strategies to address and mitigate these issues. Through interactive discussions, case studies, and role-playing exercises, participants will learn how to recognize subtle forms of discrimination, foster an inclusive environment, and effectively respond to microaggressions when they occur.

Civility and Respect in the Workplace – *Virtual or In-person (3.5 hrs)*

Each one of us has a role to play in creating, maintaining, and contributing to a civil, respectful workplace. In this course, you will learn how to do your part to create a safe and considerate work environment where everyone is treated with dignity. Topics include: skills for promoting open communication and dialogue to address concerns; best practices for fostering civility and respect, and how to navigate challenging situations with grace and empathy.

CLEAR Courageous Conversations – *Virtual or In-person (3.5 hrs)*

This course equips leaders with the skills and tools to navigate sensitive conversations that can often be uncomfortable and provides proven approaches to address issues before they escalate and become bigger problems. In this course, participants will have the opportunity to practice raising tough issues and learn how to approach these conversations in a constructive and respectful manner.

Cultural Sensitivity and Diversity Awareness – *Virtual (3 hrs)*

This course equips customer service professionals with the skills needed to effectively serve customers from diverse cultural backgrounds. Participants will explore the role of cultural

awareness and bias in customer interactions and learn practical strategies for providing respectful, inclusive, and effective service. Through interactive discussions and real-world scenarios, participants will strengthen cross-cultural communication skills that support positive customer experiences and satisfaction.

Customer Service for Diverse Populations – *Virtual or In-person (3.5 hrs)*

This course helps equip employees who engage with the public with the necessary tools for courteous and informed customer interactions, deepening cultural understanding and refining interpersonal skills to thrive amid customers from various backgrounds.

Disability and Neurodiversity Inclusion – *Virtual (3 hrs)*

This course focuses on building inclusive environments for people with disabilities and neurodivergent individuals. Participants will learn key concepts related to disability and neurodiversity, explore the importance of accessibility and representation, and examine practical strategies that support participation and success in workplaces, schools, and communities. The course also emphasizes recognizing and valuing the strengths of neurodiverse individuals.

Diversity, Equity, Inclusion & Belonging (DEI&B): An Overview – *Virtual (3 hrs)*

This training provides participants with the foundational knowledge and understanding of terminology and best practices related to diversity, equity, inclusion, and belonging (DEI&B) in the workplace and beyond.

Leadership through a DEI&B Lens – *Virtual (4 hrs)*

Strong leaders do more than manage tasks – they create environments where people can thrive. This course focuses on integrating Diversity, Equity, Inclusion, and Belonging (DEI&B) into everyday leadership practice. Participants will learn how to understand differences, create access and opportunity, and foster a sense of belonging to lead teams more effectively. The training blends practical leadership and team-building strategies with best practices for working with diverse teams and embedding DEI&B into organizational culture.

LGBTQ+ Best Practices – *Virtual (3 hrs)*

This training provides participants with a complete overview of respecting LGBTQ+ people in the workplace and communities. There are many aspects of terminology, stereotypes, political debates, and other challenging concepts that present barriers to allyship for this community. This training will unpack challenging terms, challenge misconceptions about the community, provide participants with applicable best practices and help the organization create a respectful community for their LGBTQ+ employees and customers.

Mental Health First Aid – *In-person (7 hrs)*

Many of us know how to respond to a physical health emergency, but fewer feel prepared to help during a mental health or substance use crisis. Mental Health First Aid (MHFA) is an

evidence-based course that teaches participants how to recognize signs of mental health and substance use challenges and provide initial support until professional help is available. Through real-world scenarios, videos, and interactive activities, participants build practical skills to support others with confidence and care.

Using Personality Type to Optimize Individual and Team Effectiveness – *Virtual or In-person (3.5 hrs)*

This workshop uses the Myers-Briggs Type Indicator (MBTI) assessment to help individuals and teams uncover their personality preferences and develop a shared language for understanding one another. Participants walk away with personalized insights, greater awareness of how others think and work, and the tools needed to reduce conflict, increase cohesion, and unlock their full team potential.