



Get comfortable with the uncomfortable

Humanify® DEIA+ BOT

Is your company prepared to support diversity, equity, inclusion, and accessibility?

Having an inclusive and diverse workplace is a culture change that goes beyond the numbers. The Biden administration has made government-wide efforts to advance diversity, equity, inclusion, and accessibility (DEIA) which include training and educating your workforce. Most companies are not prepared.

Even with training and workshops, employees often have no safe place to practice conversations about sensitive social topics and learn how to engage with colleagues appropriately. To enact real change, a new approach is needed for today's digital environment.

TTEC's Humanify® DEIA+ BOT leverages the latest artificial intelligence, machine learning, and data analytics to provide employees with the ability to practice difficult and uncomfortable conversations with an artificial intelligent "human":

Fosters **real-world simulated conversations** around sensitive workplace conversations



Releases the pressure on resources, especially diverse resources, who are coping with an increased demand for support on sensitive topics



Provides **instant, objective feedback** based on renowned best practices to create empowered, impactful conversations



Achieves workforce employee development targets with **engaging, interactive** practice, feedback, and coaching



The Diversity Difference

19%

Companies that have more diverse management teams have 19% higher revenue

Source: Boston Consulting Group (BCG)

1.7x

Inclusive companies are 1.7 times more likely to be innovation leaders in their market.

Source: Josh Bersin research

67%

of job seekers said a diverse workforce is important when considering job offers.

Source: Glassdoor

35%

Racially and ethnically diverse companies outperform industry norms by 35%.

Source: McKinsey

Increase the value in your diversity investment

The Humanify® DEIA+ BOT is designed to complement your existing instructor-led, digital, blended, or workshop training, increasing the value of your existing investment. TTEC offers a catalogue of 24 digital modules, across 5 courses, for organizations seeking interactive content directly aligned to behaviors that result in successful diversity-related conversations. These courses include:



Diversity: The power of difference

Provoke awareness of diversity in the workplace. Educate learners about the types of discrimination that diverse groups experience, to inspire learners to cultivate a work environment where differences are welcomed, valued, and respected.



Microaggressions: Subtle acts with macro impact

Examine what microaggressions are and the different types of microaggressions that can occur in the workplace. Learn the impact that microaggressions can have on employees and staff.



Inclusion and Allyship: Be the change

Examine inclusion in the workplace by discussing the intentional actions that help create an inclusive work environment. Highlights the concept of allyship by introducing learners to what it means to be a bystander, an ally, and an advocate.



Unconscious Bias: From awareness to action

Examine unconscious bias by exploring the learner's personal biases, how unconscious biases can impact the work environment, and how unconscious biases are formed. Strategies presented to learners help them identify and combat unconscious biases at work.



Cultural Competence: Seeing through a different lens

Spotlights the concept of cultural competence, cultural differences, and the notion of "privilege." Learners are introduced to the Intercultural Development Continuum to support their development of cultural competence in the workplace.

Learn more on how AI-powered training facilitates a more inclusive workplace

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About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is one of the largest global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions. The Company delivers CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's commitment to CX excellence has earned its leading client NPS scores worldwide. TTEC's nearly 62,000 employees operate on six continents and bring technology and human ingenuity together to deliver happy customers and differentiated business results. To learn more, visit us at www.ttec.com.