

# Get comfortable with the uncomfortable

Humanify® DEI+ BOT

## Is your company prepared to support diversity and inclusion?

Having an inclusive and diverse workplace is a culture change that goes beyond the numbers. The #MeToo movement and Black Lives Matter accelerated diversity, equality, and inclusion as strategic priorities and forced the corporate world to start talking about formerly taboo topics such as race, gender, religion, mental health, age, disability, and sexual orientation. Most organizations 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 patent pending Humanify® DEI+ 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
- Provides instant, objective feedback based on renowned best practices to create empowered, impactful conversations
- Releases the pressure on resources, especially diverse resources, who are coping with an increased demand for support on sensitive topics
- Achieve workforce employee development targets with engaging, interactive practice, feedback, and coaching

TTEC worked with a series of diversity experts including Ubuntu Global, NXT Generation Training, Alleviant, the Institute for Diversity Certification, along with corporate diversity professionals within TTEC's partner base. The project sponsors and leaders are accredited, Certified Diversity Professionals (CDP®).

## 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® DEI+ 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. It educates 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.



### **Micro-aggressions: Subtle Acts with Macro Impact**

Examine what micro-aggressions are and the different types of micro-aggressions that can occur in the workplace. Learn the impact that micro-aggressions 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.

[WATCH THE INTERACTIVE DEMO >](#)

[ttec.com/products/humanifydei-bot](https://ttec.com/products/humanifydei-bot)

#### **About us**

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading digital customer experience (CX) technology and services company focused on the design, implementation, and delivery of transformative solutions for many of the world's most iconic and disruptive brands and government agencies. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, fraud prevention and detection, and content moderation services. Founded in 1982, the Company's 50,000+ employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit [www.ttec.com](https://www.ttec.com)