



One minute guide

Delivering inclusive training



Date: January 2026; Version: 1

The importance of inclusive training

Inclusive workplaces create an environment where people feel genuinely safe to express who they are. Supportive cultures, alongside thoughtful policies and practices, help diverse teams collaborate with confidence and clarity. When individuals feel valued and safe to be themselves, they can fully engage in training, sharing their insights, experiences and expertise more openly.

When planning training, it is important to know your audience and consider everyone's needs, bearing in mind these four instructions: diversify, simplify, inform and ask (University of Warwick). You could reach out to your group in advance via email, to check if anyone has individual needs, and invite them to respond to you directly if they need to. Offer diverse materials and a range of ways to access training. Organise content into small chunks and use a simple, clear structure. Share training objectives and refer back to these at the end of the session, checking understanding.

Your training space

The building you choose should be in a well-lit, safe area for leaving after the session. It must be fully accessible with suitable facilities for wheelchair users and people with mobility needs. This includes adequate disabled parking bays, step-free access to the building and room, and stair or lift access, along with automatic doors if required. Other considerations for buildings and spaces may be the availability of induction loops and suitable toilet facilities, space for refreshments, and chill-out areas.

Room requirements will be affected by the number of participants, types of activities and layout needed to ensure everyone can hear, see, and move around safely. If your training requires participants to be on the floor or take part in physical activities, make sure you let your learners know in advance and advise appropriate clothing for this. Also check if there are barriers to being on the floor; if so, think of other alternatives. Consider the lighting and décor in the room as this may be overstimulating for neurodivergent colleagues.

Catering should allow for any dietary requirements – ask in advance and set up a confidential way of replying. Make sure this is communicated clearly to the venue if they are providing refreshments. If any essential ingredient is not available, advise participants to bring their own (for example lactose-free milk). If a cafe area is available on site, check the suitability for all participants and communicate this in advance.

Make sure session start and end arrangements are clear. At the end, check levels of understanding and allow opportunity for questions. Gather feedback and explain how this will be used to inform future delivery.

Communication and language

A good training event will use a variety of learning styles to help everyone access the learning in their own way. Offer a 'health warning' at the start if you feel any content may be triggering and highlight the importance of respectful participation, diversity and confidentiality as part of your introduction. Consider the following:

- Language: check that the language used within your training is strengths-based and doesn't contain any discriminatory phrases or words. Avoid jargon and acronyms, and use plain English, which will also support those who may have English as an additional language.
- Powerpoint presentations: think about the font size and number of words you are putting on a slide – keep it clear and concise, so everyone can read it. Consider sharing slides in advance if requested.
- Embedded videos: is the sound quality good enough? Also consider using subtitles.
- Flip-chart activities: think about visual and hearing impairments – can people see what you are writing and can they hear what another learner has suggested or asked.
- Printed resources can be offered in large print or on coloured paper if required, and can be emailed to allow participants to use their own accessible software to read the material.
- Group-work and discussions: check if everyone is comfortable with this. Consider giving each group a large print copy of the group task to refer to (not just on the flipchart or PowerPoint slide).

Religious or cultural considerations

Be aware of any cultural or religious needs and check religious calendars for major celebrations before planning training dates. Build in flexible breaks and provide space for private prayer or reflection if needed. Plan for diverse catering and eating arrangements. Consider dress, roles and activities during the session; be mindful of language and participation styles.

Extra things to think about when training online

- Communication, course resources and materials, training content and language (as considered above).
- Session start and end arrangements and breaks; use break-out rooms for small group discussion.
- Use of transcriber software for those with hearing impairments.
- Wellbeing or health warning – be aware that staff may be sitting alone at home during the training and may not have a supportive person nearby if sensitive or upsetting topics are being discussed. Watch out for people who may exit the virtual room, and try to reach out to them during breaktime or immediately after the training, to check they are ok.

Websites to visit for further information:

[Designing and delivering inclusive training](#)

[Create inclusive training programs for diverse staff](#)

[Six Steps to Creating Inclusive Training](#)

[Creating inclusive workplace training for EAL employees | NCFE](#)