



# Business Recommendations



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# The 8 Competencies Model of the Inclusive Training Practitioner (ITP)

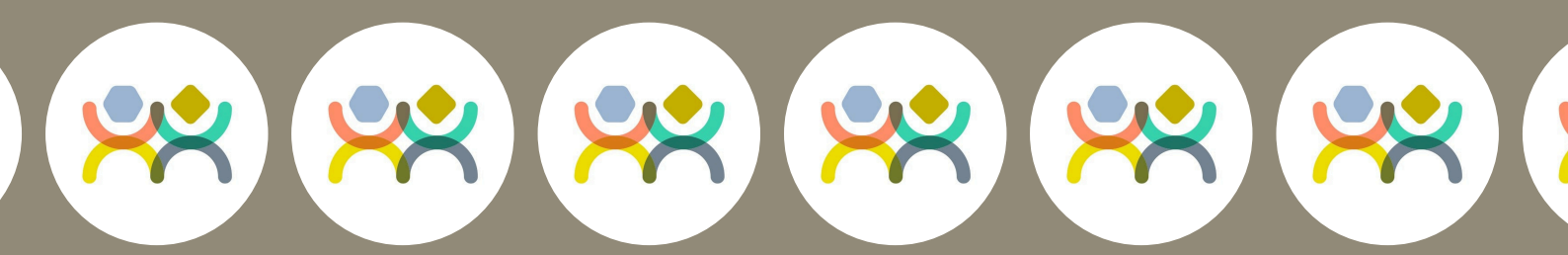


**Our experience shows that the more seasoned the team, the sometimes harder it is to motivate them to reflect on inclusivity, because current training and facilitation activities “work”. This is confirmed by high survey scores or hallway conversations. While this is true, it is worth fighting for every person in the room, as not all participants have such positive feelings, and the training team has a very large influence on the organizational culture.**

The 8 Competencies Model of the Inclusive Training Practitioner (ITP) provides a solid foundation for business organizations, training companies, foundations, associations, and universities, enabling systematic work on building a developmental environment for inclusivity and improving the competencies of facilitators and educators in this area.

By implementing this model in their organization, HR departments, training team leaders, or business owners strengthen awareness and enhance ITP competencies within teams conducting educational and developmental activities. This has a direct impact on fostering respect, a sense of trust and psychological safety, and building an organizational culture based on inclusive values.

Below are 8 easy-to-implement recommendations for your trainers.



# How can you use the model in your organisation?

## 8 competencies, 8 minutes of change

### 1 Self-understanding and reflective practice

**Action: "The first step' - Self-check"**

**How to implement:**

At the next team meeting, dedicate the last 10 minutes to a short reflection. Ask trainers to recall a difficult moment from the past week and answer one question: 'What did I think about the participant? What does your reaction tell you about yourself?'

**Why it works:**

This encourages trainers to recognize personal biases and emotions after the fact, building a foundation of compassionate self-awareness. Often, catching small ineffective behaviors has a positive impact on implementing minor changes that make a big difference.

### 2 Inclusive training design

**Action: Partner exchange 'Three perspectives'**

**How to implement:**

Before an important session, invite trainers to exchange one key material (slides, case study description, or group exercise instructions). The goal of the exchange is to check the material for three aspects: diverse representation (in images/names), cultural relevance (of examples), and text accessibility (font, contrast, jargon level).

**Why it works:**

This action mobilizes the implementation of Universal Design for Learning (UDL) principles through mutual accountability, ensuring materials are adapted to diverse contexts and individuals.



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## 3 Inclusive communication

**Action: 'Inclusive language guide' - Continuously developed**

### How to implement:

Create a shared, simple document (e.g., Google Doc or chat thread). Encourage trainers to record any exclusive phrases they hear or accidentally use (e.g., replacing 'you' in a general sense with 'everyone,' or 'common sense' with 'as you may know'). The group immediately suggests inclusive alternatives.

### Why it works:

This creates a team-driven, up-to-date Inclusive Language Guide that is highly relevant to your organization's unique culture and contexts. It sensitizes, through examples from different team members, to aspects that you might not notice as an individual.

## 4 Creating Inclusive Learning Environments

**Action: The "Welcome" script**

### How to implement:

Standardize a mandatory 3-line welcome script at the start of every session (virtual or in-person). The script must include: 1) A confidentiality/safe space statement, 2) An invitation to share preferred pronouns/form of address, 3) Brief information on participation options and a question about participants' needs: mobility, participation in discussions, lighting, etc.

### Why it works:

This low-effort routine instantly sets a psychologically safe and welcoming tone for participants with diverse needs.



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8 competencies, 8 minutes of change

## 5 Facilitating inclusive participation

**Action: Observation 'Air time monitor'**

### **How to implement:**

During routine peer observations, give the observer just one task: tracking the distribution of speaking time. They record who is speaking, for how long, and whether anyone is interrupted.

In your summary, focus on micro-intervention techniques. Also discuss how the presenter engages participants during mini-lectures.

### **Why it works:**

Builds coaching skills in actively monitoring engagement and managing group dynamics.

## 6 Responding to discrimination and exclusion

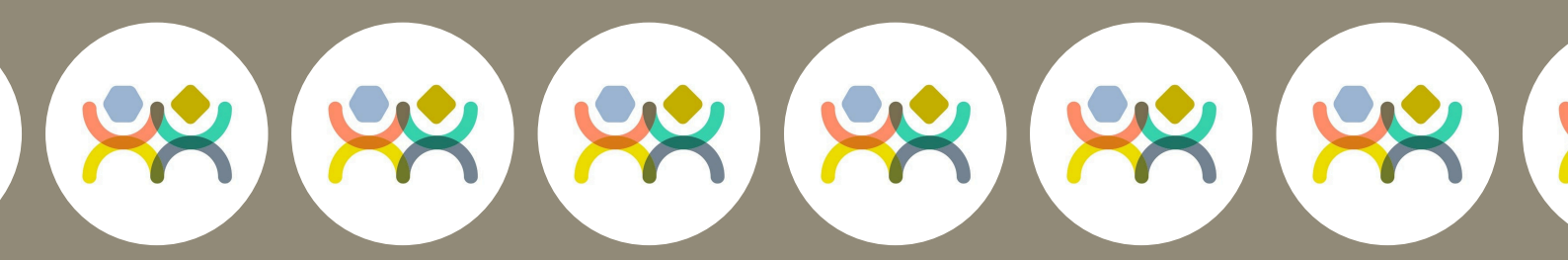
**Action: Role-play 'Intervention phrase'**

### **How to implement:**

Once a month, dedicate 10 minutes to a quick role-play involving a difficult situation in the area of inclusivity. One person delivers a biased or exclusive comment, or uses exclusive language. The practicing trainer or team is tasked with responding. Discussing proposed reactions strengthens the team's competence and expands ways of responding in situations of exclusion.

### **Why it works:**

Practice eliminates surprise and hesitation, enabling trainers to respond immediately and effectively when incidents occur in the training room.



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## 8 competencies, 8 minutes of change

### 7 Emotional awareness and mindfulness

**Action: "5-second scan"  
routine**

**How to implement:**

Propose a simple practice for all trainers: before responding to any difficult question, strong emotion, or unexpected criticism, they should take a deep breath and take a 5-second mental pause to scan their own emotional state and the atmosphere in the room.

**Why it works:**

This simple routine helps recognize signs of emotional withdrawal or overload in themselves and participants, allowing for a sensitive response instead of a defensive or offensive one.

### 8 Digital Inclusion and Innovation

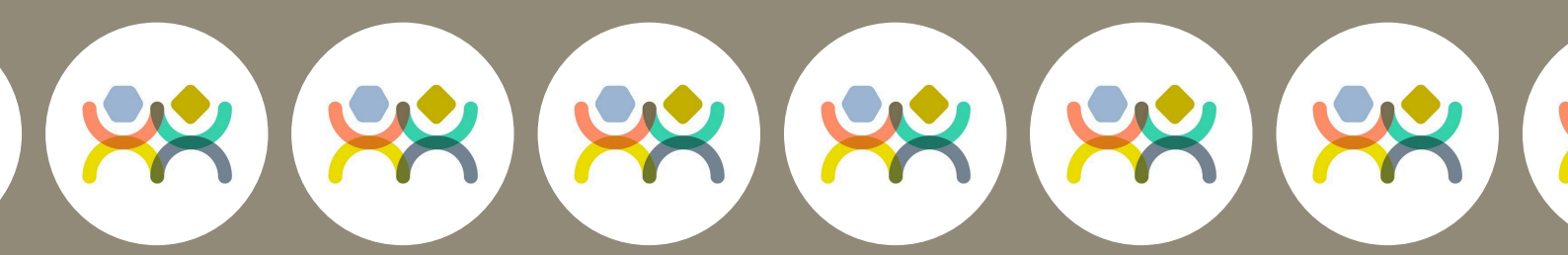
**Action: The 'One digital fix'  
challenge**

**How to implement:**

Once a month, the training team logs into the training platform from a participant's perspective (e.g., with limited access, without sound, or via phone). Ask the team to implement a specific solution: Example: ensuring all images on slides have Alternative Text (Alt-Text), using the built-in live captioning function during virtual sessions, or providing materials in alternative formats (PDF, large print).

**Why it works:**

Direct experience of digital barriers builds empathy and inspires simple solutions that make participants' lives easier. Compliance with principles is easier to manage, and technology actually supports the inclusion and engagement of all participants.



## Remember!

The micro solutions we propose are proposals prepared from the need to implement changes here and now instead of tedious planning and consulting processes.

We believe that it is better to act than just plan activities 😊

If any of the practices resonate with you, we encourage you to experiment and tailor them to your organization, your team, and... you.

Choose only those changes that you are ready for and that are compatible with you.

Remember that the idea of an inclusive approach is to include people with different needs in the development process.

And one of those people is you ❤️





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