



## PROJECT NOTIFICATION

Reference No.: 283

<b>Date of Issue</b>	1 February 2024
<b>Project Code</b>	24-CL-08-GE-DLN-A
<b>Title</b>	APO e-Course on Diversity and Inclusion in the Service Sector
<b>Timing</b>	31 October 2024
<b>Hosting Country(ies)</b>	APO Secretariat
<b>Venue City(ies)</b>	Not Applicable
<b>Modality</b>	Digital Learning
<b>Implementing Organization(s)</b>	APO Secretariat
<b>Participating Country(ies)</b>	Open
<b>Overseas Participants</b>	Not Applicable
<b>Local Participants</b>	Not Applicable
<b>Closing Date</b>	Not Applicable
<b>Remarks</b>	Timing is the target launch date of the e-course.

<b>Objectives</b>	Learn how the promotion of diversity and inclusion can boost productivity in the service sector; introduce the basic principles of building diversity and inclusion cultures in service-sector organizations; and explore how to build a workplace culture with diversity and inclusion.
<b>Rationale</b>	A diverse workforce is associated with higher productivity, and an inclusive, diverse workplace encourages exchanges of ideas. It can be more creative and productive when people from different backgrounds learn from one another. It is therefore crucial to build this type of cultural environment in the service sector. This course is in line with the efforts by APO to promote Inclusive Productivity under Vision 2025.
<b>Background</b>	As diversity and inclusion are becoming more prominent concepts today, both governments and the private sector are reconsidering digital algorithms, communication platforms, and program structures in an effort to make their services available to all. Deloitte in 2022 refers to the word "inclusion" as making sure that everyone in a group, company, organization, or society feels appreciated, respected, and welcomed, while "equity" refers to actions taken to guarantee equal access to resources and other factors that promote the progress of all individuals, particularly those who are less fortunate. This self-learning e-course will provide opportunities to understand the importance of creating a culture of diversity and inclusion at organizational level for boosting productivity and how to build such a culture for improved performance and innovation, with particular focus on the service sector.
<b>Topics</b>	Module 1: What is DEI? Introducing "diversity, equity, and inclusion." Module 2: Elements of diversity and benefits of diversity management in the service sector Module 3: DEI and critical diversity factors: Women, youth, and persons with disabilities Module 4: Strategies and practices for managing diversity in the service sector Module 5: Problems and challenges in dealing with DEI in the service sector
<b>Outcome</b>	Participants will be equipped with in-depth knowledge of diversity and inclusion in economic activities in the service sector and skills to build an inclusive, diverse workplace culture for increasing productivity. Certificates of completion will be provided to those who satisfactorily complete all five modules, including self-assessment quizzes and final exam.
<b>Qualifications</b>	Open to all participants in APO members and nonmembers.

Please refer to the implementation procedures circulated with this document for further details.



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Secretary-General