

AI-Enabled DEI Training in Organizations: A Human-Centred Socio-Technical Framework for Inclusive Learning

Mona Kuchipudi

Independent Researcher

Abstract

Diversity, Equity, and Inclusion (DEI) have become increasingly important dimensions of contemporary human resource management as organizations seek to create workplaces characterized by equitable opportunity, respect for difference, meaningful participation, and belonging. However, conventional diversity training has frequently been criticized for its short-term orientation, standardized delivery, limited personalization, and weak integration with broader organizational systems. Recent advances in Artificial Intelligence (AI), particularly Generative AI (GenAI), conversational systems, adaptive learning, and data analytics, create new possibilities for rethinking how DEI learning is designed and delivered.

This conceptual paper examines the potential of AI-enabled digital platforms to transform DEI training from an episodic intervention into a more continuous, personalized, interactive, and context-sensitive learning process. Drawing on literature concerning workplace diversity, diversity training, AI-enabled human resource management, Generative AI, algorithmic bias, organizational culture, and responsible AI, the paper synthesizes the opportunities and risks associated with AI-enabled DEI learning. The analysis identifies four interconnected dimensions of AI-enabled DEI training: **intelligent personalization, interactive and experiential learning, learning analytics, and responsible AI governance**. These dimensions are proposed as mechanisms through which AI may support DEI awareness, knowledge, reflection, and behavioural practice.

At the same time, the paper argues that AI should not be conceptualized as an autonomous solution to workplace inequality. AI systems may reproduce bias originating from datasets, model development, deployment, user interaction, and organizational context. Recent research further indicates that AI's contribution to DEI depends on technical, managerial, cultural, and governance conditions. Accordingly, this paper proposes a human-centred socio-technical framework in which AI augments rather than replaces human judgement, leadership, organizational culture, and broader DEI practices. The paper contributes a conceptual foundation for future empirical research examining whether, and under what conditions, AI-enabled DEI learning can contribute to sustainable inclusive behaviour and organizational outcomes.

Keywords

Artificial Intelligence, DEI Training, Generative AI, Human Resource Management, Digital Learning, Responsible AI, Inclusive Organizations.