



## **DIVERSITY DIALOGUE MASTERCLASS**

### **With Professor David Clutterbuck**

The development of diversity dialogue was borne from the realisation that when organisations undergo diversity management skills for staff topics such as communication within a diverse organisation are sometimes ignored.

This masterclass explores ways to engage staff who are different from yourself, to develop your understanding inclusive conversations and how best to apply this practically.

#### **Introduction**

- Definitions
- What are we trying to achieve?
- The business case

#### **Some key concepts in communication**

- Situational communication
- Communication style
- Communication through expression, symbols and behaviour
- Transactional versus relational communication

#### **The importance of dialogue**

- Discussion, debate and dialogue (the 3 Ds)
- An overview of dialogue
- The seven levels of dialogue

#### **The keys to learning dialogue**

- Managing the reality conversation
- Managing the emotional conversation
- Managing the identity conversation

#### **What prevents people talking openly about diversity issues?**

- Barriers – intrinsic and extrinsic

#### **Creating the environment for diversity dialogue**

- Understanding stereotypes
- Micro-inequities
- Creating reflective space
- Building rapport and trust
- Creating opportunities for dialogue



Clutterbuck  
Associates

**The core skills of diversity dialogue**

- Permission to explore
- Seeking understanding
- Fearless questions
- Analysing assumptions, behaviours and values
- Achieving clarity
- Finding the added value in difference

**How will you make diversity dialogue happen?**

- Establishing personal and organisational learning goals
- What support do you need from the organisation and from others?

**Professor David Clutterbuck**

David Clutterbuck is one of Europe's most prolific and well-known management writer and thinkers. He has written more than 40 books including *Managing work-life balance*, *Learning alliances* and *Everyone needs a mentor*. The last is now the classic book on the subject. He is co-founder of the European Mentoring and Coaching Council, where he chairs the Research Committee, and visiting professor at Sheffield Hallam University and Oxford Brookes University.

*To find out more about this masterclass, please contact Katherine Weller on  
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