



UNDERSTANDING INTERCULTURAL COMMUNICATION FROM A LEADERSHIP PERSPECTIVE

with Joanne Lockwood



We recognise that in our business it is our leaders that have the most impact on the culture of the organisation. By ensuring we develop and nurture inclusive habits and behaviours in our leaders we can ensure that our people feel that sense of belonging and are able to thrive and perform at their best.

You will have seen and heard of many examples of people who have gotten themselves into difficulties due to poor choices or words or where actions are inappropriate. Often mistakes are made by well-intentioned leaders who are simply clumsy, but this is where we should realise that intent only goes so far:

It is impact where we need to focus our attention – how those words land. The reality is that despite the best intentions, the impact was that someone was hurt, disrespected, or felt marginalised as a result.

In this session, Joanne Lockwood will explore the key attributes of communication in relation to becoming an effective Inclusive Leader, and how these skills can bring people together and build a positive workplace culture. When encouraged this can improve a team's passion and purpose and with it an increased sense of belonging.

Biases, poor choice of language or well-meaning actions can cause people to feel excluded, discriminated or feel that they are being treated unfairly.

Key Points:

- Become aware of the nuances of intercultural language and how you can develop skills in Emotional and Cultural intelligence and use these to become a more effective leader.
- Learn how you, as a leader, can nurture a culture where your colleagues feel able to "step up" and "step in" and call out inappropriate behaviour and language.
- Understand the nature and impact of stereotypes and microaggressions, and their compounding effect upon people, and how you can effectively challenge behaviour.

As leaders, we must be accountable for our language and impact and stop hiding behind our well-meaning intent. This session will challenge you to be the one who makes a difference.

Following the presentation Joanne will be around for an open Q&A where you can challenge her with your thoughts or maybe even ask her for some ideas on how you can tackle your own challenges.



Joanne Lockwood

INCLUSION & BELONGING SPECIALIST

Speaker • Consultant • Facilitator • Mentor



ABOUT

Joanne Lockwood

Joanne Lockwood is the Founder and CEO of SEE Change Happen and describes herself as an Inclusion and Belonging specialist that works with organisations throughout the UK, Europe and Elsewhere to bring culture change that allows people to thrive and perform at their best from pre-hire to retire.

Joanne is passionate about helping organisations to develop policy and best practise to be more inclusive for all people. By challenging biases, she helps them to develop a vision and strategy for conscious inclusion, with the aim of bringing about positive candidate, employee, and customer experiences. She delivers workshops, seminars, and training programmes both on-line and in-person.

Additionally, she promotes transgender awareness and support to businesses and assists them in developing allies' programmes and LGBTQ+ inclusion strategies.

She is a Fellow of the Professional Speaking Association, Member of the Institute of Equality and Diversity Professionals, consultant, and facilitator who focuses on "people people" be that in Talent Acquisition, Human Resources, or Learning & Develop to bring sustainable change by establishing a "why of D&I" for both the Organisation and the leadership teams to ensure it is promoted throughout to all colleagues.

As well as being a sought-after keynote conference speaker Joanne is also a prolific blogger and podcaster who hosts "Inclusion Bites" and is a regular columnist in a UK based National Newspaper where she shares her views on Inclusion and Belonging and creating environments where people can thrive.

She was a contributor and featured in a Channel 4 (UK) documentary called "The Making of Me", broadcast in February 2019 which featured on an episode of Gogglebox. This documentary was filmed over a 3-year period and detailed her own personal gender transition and its impact on those around her.

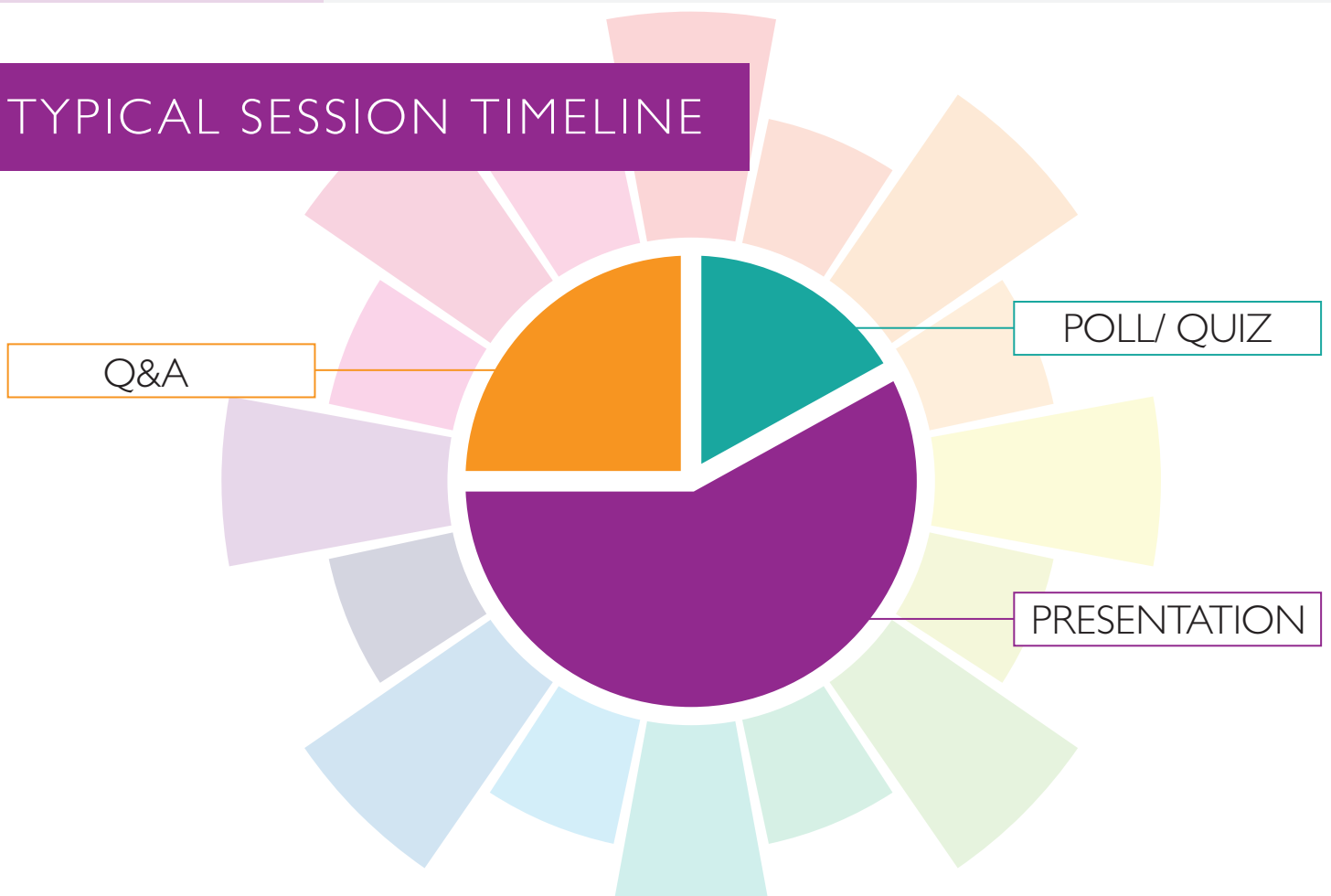
Recently, Joanne was named as one of the "Power List of the Top 200 Biggest Voices in Leadership in 2022" by leadersHum.com, also one of the "Top 30 must-follow diversity & inclusion thought leaders you must follow in 2022" by PeopleHum.com and one of the "125 People to Follow on LinkedIn About Diversity and Inclusion" by DiverselN.com

Her mantra is "Smile | Engage | Educate" and that we should treat people as they wish to be treated.

SESSION STRUCTURE

STYLE:	Lunch and learn/speaking
DURATION:	Typically, 60 to 90 minutes
DELIVERY:	In-person or remote/on-line via Zoom or MS Teams
AUDIENCE:	Staff/colleagues – numbers up to 500
RECORDING:	By arrangement
MATERIALS:	Copy of slides will be provided in PDF format after the event
TECHNOLOGY:	Internet connection required for both presenter and delegates (phone)
FEEDBACK:	We are happy to provide a feedback/evaluation form
ACCESSIBILITY:	Please notify us in advance if there are any accessibility requirements

TYPICAL SESSION TIMELINE





We will join you in-person or online for a lunch and learn, which is as it sounds, an event often held over a 1-hour lunchtime break, to deliver a topic to a company-wide audience. With a quiz, speaking and an opportunity for questions and answers.

Empowering effective trans allies in your organisation will foster psychological safety and build a culture where people feel able to be themselves and bring their whole selves to work.

What people have said about the session...

“

I thought it was a valuable course that raises awareness around the lived experience of the trans community and the challenges the community faces. I would highly recommend this talk.

”

*Louisa Coyle,
NUI Galway*

“

Joanne's openness and clear explanations were exactly what was needed for the topic. I consider myself a trans ally and I still learnt a lot. Also just having a talk like this and seeing the number of people who attended has really opened up the conversation at our organisation.

”

*Claire Hazelton,
Siemens Healthineers*

“

Don't hesitate - sign up! It is no surprise that colleagues have described Joanne's sessions as the best they've ever attended.

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*Adam Watkins,
NHS England-South Region*

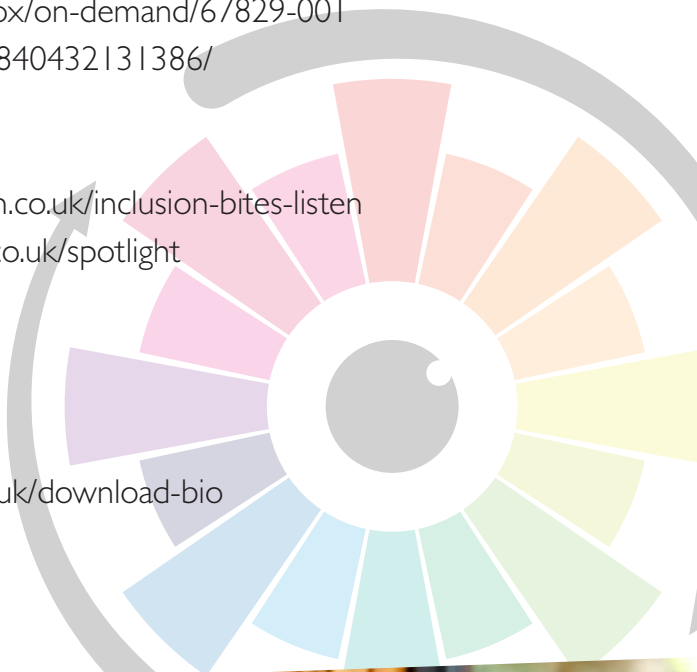


SEE Change Happen is an Inclusion and Belonging consultancy, that specialises in working to ensure that organisations are culturally aware and sensitive to the needs of individuals.

We offer best-practice consultancy including developing workplace policies, inclusion and ally strategies, and support and mentoring; professional keynote speaking for conferences or events; and workshops and training for crucial learning and development.

Let's keep the conversation going...

- ▶ See other lunch and learns available from Joanne:
<https://seechangehappen.co.uk/speaking-category/lunch-and-learn>
- ▶ Watch the clip from “The Making of Me” on Gogglebox via Channel 4 or Facebook:
<https://www.channel4.com/programmes/gogglebox/on-demand/67829-001>
<https://www.facebook.com/Channel4/videos/583840432131386/>
- ▶ Website: <https://seechangehappen.co.uk>
Inclusion Bites Podcast: <https://seechangehappen.co.uk/inclusion-bites-listen>
Spotlight Newsletter: <https://seechangehappen.co.uk/spotlight>
- ▶ Twitter: @jo_lockwood1965
LinkedIn: <https://linkedin.com/in/jolockwood>
- ▶ Headshots and Bio: <https://seechangehappen.co.uk/download-bio>





— PROMOTING —

Positive People Experiences



You can email us...
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www.seechange happen.co.uk