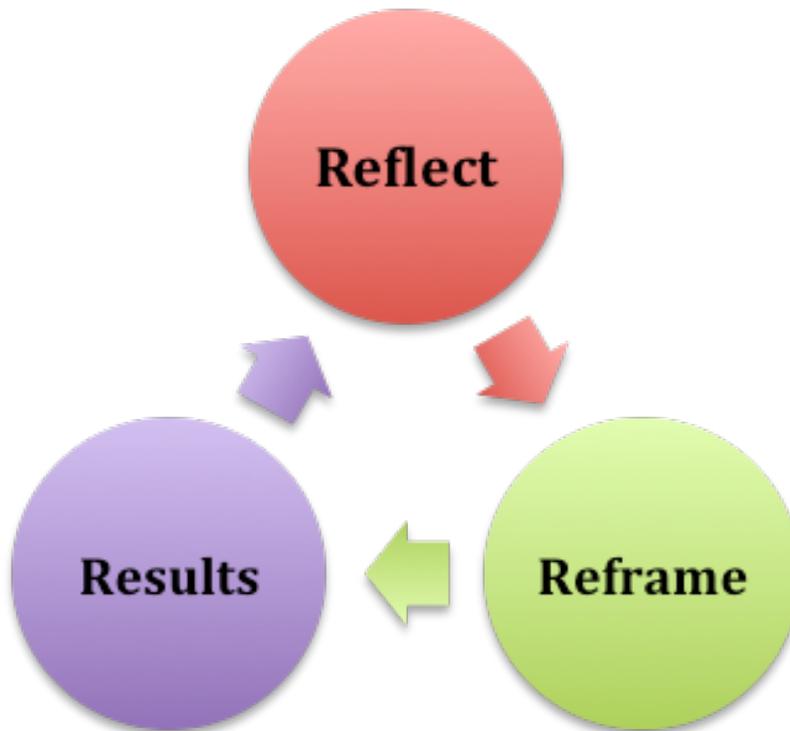


Tool: Framework for Inclusive Diversity Conversations

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Below is a simple yet powerful framework for structuring conversations with individuals in helping them resolve the tension that has resulted from differences and biases present in the work environment. This tool could also be used individually to reflect upon a diversity dilemma² and identify solutions to address it.



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² A dilemma is defined as an argument presenting two or more equally conclusive alternatives against an opponent, a problem or situation involving a difficult choice, or a difficult or persistent problem. Examples of a diversity dilemma would be intentionally hiring more women to meet equity goals versus status quo, a decision to provide a separate washroom for transgender employees; conflict between employees due to cultural or personality differences, etc.

Reflect

1. Identify the diversity / inclusion dilemma
2. Identify the differences at stake in this dilemma
3. Identify any biases attached to this dilemma

Useful questions for this stage could be:

- What is going on? What was said or done?
- How would you articulate each person's perspective in this dilemma?
- What is your own position regarding this dilemma?
- What differences are at stake in this dilemma i.e. cultural, values gender, generational, style, etc. and how are they impacting it?
- What biases (i.e. personal biases, stereotypes, prejudices, etc.) do you or others have about this dilemma and how are they impacting it?

Reframe

1. Appreciate and respect the differences
2. Identify a positive outcome
3. Identify ways to resolve this dilemma

Useful questions for this stage could be:

- What will help you keep an open mind towards resolving the tension that has resulted from differences and/or biases in this dilemma?
- What does a positive outcome look like to you?
- How might you resolve this dilemma?
 - What obstacles are in the way that you need to overcome?
 - What resources are available to you?
 - What strengths can you build upon?
 - Where can you find resources / support?

Results

1. Identify a plan of action
2. Identify what success looks like resolving this dilemma

Useful questions for this stage could be:

- What is the one step you will take this week to resolve this dilemma?
- What else will you do and when?
- How will you know when you have successfully resolved this dilemma? What will be different?

Principles Supporting The *Inclusive Diversity Conversations Framework* include:

- **Self-awareness** – having an awareness of how you feel, knowing how your emotions and your actions can affect people around you; having a clear picture of one’s own character, feelings, motives and desires.
- **Self-regulation** – consciously moderating your emotions and reactions; the ability to channel emotions into behavior that is appropriate for the situation, rather than responding with impulsive behavior.
- **Self-leadership** - the practice of intentionally influencing your thinking, feeling and behaviors to achieve your objective; the ability to masterfully lead yourself so you can effectively lead others.