

PROGRAMME

- 09.00 Registration, refreshments and networking
- 10.00 Opening session – keynote speeches
- 11.00 Session A

1 | Why bother? Establishing the business case for LGBT inclusion

Regardless of sector or industry, establishing a convincing business case is imperative. This session will help you gain confidence in building a strong business case for a diverse and inclusive workforce. It will explore the unique issues faced by LGBT people in your workforce and the advantages of embedding LGBT equality into your business goals and objectives.

Learning outcomes:

- Develop an understanding of how to develop and position a persuasive business case
- Take away evidence of the positive impact LGBT-inclusive work cultures provide
- Build confidence in communicating how diverse and inclusive workplace cultures progress the overall aims and success of businesses

2 | What's next for network groups?

The best employers capitalise on the ideas and innovation of their employee network groups to deliver LGBT equality and inclusion from the ground up. This interactive session for network group chairs will look at new ideas for existing network groups, including how to increase the diversity of network group membership and running creative awareness-raising events.

Learning outcomes:

- Hear best practice examples of how network groups can effectively engage and motivate LGBT staff
- Develop ideas for tackling common issues faced by established employee network groups
- Explore creative methods used by network group chairs to raise awareness of LGBT issues across the organisation

3 | Exploring faith and LGBT identities

This session will provide a space to talk about faith, sexual orientation and gender identity to support organisations to empower their staff to engage in dialogue to promote inclusivity. It will open up discussions on bringing together LGBT and faith groups in the workplace, advice on reconciling tensions and guidance on celebrating multiple identities within the LGBT community.

Learning outcomes:

- Understand the challenges and experiences that LGBT people face in relation to their faith
- Explore how you might manage tensions between faith and LGBT issues
- Discuss how to raise awareness and facilitate constructive dialogue

4 | LGBT service users: Listen, learn, and deliver

When providing vital public services it is essential that your service users are empowered to give you honest feedback about their experiences with your organisation as LGBT people. This session guides you through the consultation and engagement process and discusses how to form an action plan based on your consultation.

Learning outcomes:

- Learn how to consult with your service users and empower service users to speak to you
- Be able to build an action plan based on the results of your consultation
- Understand how to monitor feedback from your LGBT service users

5 | Inclusive marketing

LGBT consumers are a powerful consumer group and research shows that they are more likely to buy products and services from organisations that demonstrate an ethical commitment to the LGBT community. This session will deliver practical guidance on how your organisation can realise enhanced brand loyalty and customer satisfaction through inclusive marketing.

Learning outcomes:

- Look at the business case for marketing to LGBT customers
- Hear best practice examples of other organisations that have excelled in this space
- How to actively engage with the LGBT community and build long term brand loyalty

6 | Utilising partnerships with NGOs across your global footprint

This session will explore opportunities of collaboration between global organisations and local LGBT NGOs and initiatives. It aims at setting out the case for such approach and at providing organisations with the tools to start meaningful local engagement with NGOs.

Learning outcomes:

- Understand how collaboration with local NGOs can benefit your organisation
- Hear from leading organisations and NGOs about the ingredients of successful partnerships
- Knowledge of practical ways of engagement with NGOs in different contexts (Zones 1-3)

7 | Changing hearts and minds: Leading the next wave of change* (part 1)

Senior leaders are critical to driving forward LGBT equality and creating truly inclusive workplaces for all their staff. This two-part session will bring together senior champions to address some of the challenging issues that the most progressive organisations are thinking about. The first part will address the following:

- **Engaging the majority:** Many organisations are developing ally programmes to engage non-LGBT staff members in creating fully inclusive workplaces. But how do you motivate allies from a position of passive support to become proactive agents of change and advocates for equality?

Learning outcomes:

- Explore ways to actively engage the majority populations in achieving equality
- Consider strategies to support and identify role models at the most senior levels of organisations.

* Please note this session is exclusively for senior business leaders.

12.00 Refreshments and networking

12.25 Session B

8 | Inclusive, innovative and effective staff engagement

This session is about how to get others on board and how to engage with staff across your organisation. We will look at the case behind building an effective staff network, engaging allies whilst overcoming objections and creating innovative all-staff communications.

Learning outcomes:

- Learn how to set up an employee network and maintain momentum
- Understand the importance of getting allies on board
- Explore how to be innovative, engaging and creative in your staff communications

9 | Strengthening partnerships between network groups and allies

Both LGBT network groups and ally programmes can be key tools in developing an inclusive working environment. LGBT network groups often feel isolated, while allies are often unsure as to what role they can have within their workplace or how to support their LGBT colleagues.

Learning outcomes:

- Learn how to engage allies
- Explore how to involve allies in the work of the LGBT network group
- Plan joint approaches between your network group and allies to build an inclusive workplace

10 | Mental health: ‘Coming out’

Stonewall’s research shows that LGBT people disproportionately experience mental health problems. Mental health is also still shrouded with social stigma, preventing many people from getting the help and support they need. This session aims to explore how we can raise the profile of mental health experiences within the LGBT community.

Learning outcomes:

- Hear people’s stories in relation to their experiences with their mental health and their identity as an LGBT person
- Explore how to challenge the social stigma that surrounds mental health and LGBT issues, in order to allow people to talk about it more openly
- Discuss some of the practical steps organisations can take to support the mental wellbeing of their staff

11 | Innovation in the public sector: Achieving results with limited resources

In the current financial climate, public sector organisations need to think creatively to ensure that progress on equality is not lost for LGBT staff and service users. This session will explore the additional impacts that cuts to public sector funding can have on LGBT people and provide some practical tools to deal with the challenges that arise from having limited resources.

Learning outcomes:

- Recognise the issues faced by LGBT staff and service users in times of financial uncertainty
- Hear from public sector organisations who have used innovative methods to attract, recruit and retain a diverse, inclusive workforce
- Take away practical tools to help you achieve and maintain LGBT equality when resources and funding are scarce

12 | Monitoring: Better comms, better data, better business

Monitoring allows organisations to work intelligently to respond to the needs of their staff, customers and service users. This session will help you to gain best practice knowledge around the life cycle of monitoring and how to use the data to improve the culture of your organisation.

Learning outcomes:

- Understand the best practice approach on asking for data on sexual orientation and gender identity
- Look at how to better utilise staff communications to increase declaration rates
- Learn how to use the data to create a more inclusive organisation

13 | Global LGBT monitoring: Capturing data internationally

This session will provide practical guidance on how organisations can introduce self-identification systems globally and how they can get the most out of sexual orientation and gender identity data collection. Through the presentations of global employers that currently monitor, the session will mobilise best practice.

Learning outcomes:

- Understand the business as well as the equality and inclusion cases for introducing self-identification of sexual orientation and gender identity
- Hear from leading employers about how to plan and implement monitoring systems internationally
- Take away practical tips on how to use data to create a more inclusive workplace for LGBT staff across your global footprint

14 | **Changing hearts and minds: Leading the next wave of change* (part 2)**

Senior leaders are critical to driving forward LGBT equality and creating truly inclusive workplaces for all their staff. This second of this two-part session will bring together senior champions to explore the following issue:

- **Trouble at the top:** Junior staff and middle managers are increasingly able to be themselves at work; however there is still a lack of open LGBT people at the top of organisations. How can you encourage senior staff and board members to be visible LGBT role models in your organisation?

Learning outcomes:

- Explore ways to actively engage the majority populations in achieving equality
- Consider strategies to support and identify role models at the most senior levels of organisations

** Please note this session is exclusively for senior business leaders.*

13.25 Lunch and networking

14.15 Session C

15 | **Devising your inclusion strategy**

Developing a visible and dynamic diversity and inclusion strategy is a critical step in becoming an inclusive employer. It allows you to set the pace for the organisation as a whole and to track progress in a practical way. This session will allow you to find out how other organisations have done this and get you started on an LGBT inclusion strategy aligned to your organisation.

Learning outcomes:

- An understanding of why inclusion strategies are important
- Identify and achieve milestones and tangible measures for success
- Practical tips on how to get started and start a plan for your organisation

16 | **Maximising the power of your senior champion**

This session will help you recognise the positive impact that senior leaders can have as LGBT champions. It will also offer ideas on how to overcome some of the organisational and personal barriers faced by LGBT champions and network groups.

Learning outcomes:

- Recognise the organisational and personal barriers faced by LGBT Champions and network groups
- Hear from institutions with LGBT Champions and the benefits that this has brought for both individuals and the organisation
- Take away practical ideas to help you support your senior leaders and achieve positive outcomes

17 | Empowering line managers to harness the strength of diversity

This session will provide line managers or those who train line managers to learn about managing diverse teams. It will address managing differences including conflicts arising from having diverse team members. This will give line managers increased knowledge to review their own practices and the confidence to share advice with colleagues.

Learning outcomes:

- Learn about managing diverse teams from best practice examples
- Understand how to manage conflict within teams which arises from having diverse team members
- Take away ideas about how to empower your line managers to champion inclusive behaviours among team members

18 | Engaging staff in dispersed locations *in partnership with EY*

Organisations with dispersed workforces often struggle to engage staff with LGBT inclusion initiatives. This session will explore ideas on how to reach staff who work in satellite offices or stores and have limited (if any) access to electronic resources and how to help keep them informed and included in the organisation's diversity journey.

Learning outcomes:

- Understand the challenges of dealing with a dispersed workforce
- Explore solutions to engage your workforce across the UK
- Make your diversity and inclusion culture consistent across all sites, stores and offices

19 | Managing supplier diversity

The best organisations know that by encouraging their suppliers to make their workplaces and services more LGBT-friendly they will end up with better services themselves. In this session you will gain an understanding of cross industry best practice for ensuring supplier diversity.

Learning outcomes:

- Explore the business benefit of supplier diversity
- Look at how to implement a procurement process and encourage suppliers to improve their workplaces and services for LGBT people
- Provide practical information on how to monitor suppliers for quality

20 | LGBT equality in challenging environments: Working in countries where homosexuality is criminalised

There are over 75 countries in the world where homosexual acts are criminalised and ten where the death penalty is in place. Many of these are in emerging markets, which poses both practical and ethical questions to global organisations committed to LGBT equality. This session will explore these challenges and the innovative approaches being taken to advance LGBT equality in workplaces in the most challenging markets.

Learning outcomes:

- Understand the business implications of laws prohibiting homosexuality
- Learn from leading organisations about innovative approaches to LGBT inclusion in challenging markets
- Take away practical tips to protecting LGBT staff and advancing equality across your global business

21 | Exploring multiple identities: Discussions with LGBT role models

Role models are essential in every workplace - they impact both on organisational culture and the aspirations of individuals around them. This session will interview a range of role models and explore the individual challenges they have had to overcome as well as the impact they have made.

Learning outcomes:

- Understand the key issues for lesbian, gay, bi and trans staff, and the challenges of multiple identities
- Understand the potential impact of role models
- Understand what it means to be authentic in the workplace

15.15	Refreshments and networking
15.45	Closing session – panel discussion
16.30	Drinks reception
18.00	Close