



POWERED BY OUR COMMUNITIES.

OUR IMPACT REPORT FOR 2022



Snapshots from our Dialogue Partners in 2022.

Welcome!

We are thrilled to announce that in 2022, we welcomed our 10 millionth **visitor** since 2000.

We couldn't have achieved this milestone without you; our Dialogue communities.

Our vibrant communities of **guides** and **facilitators** work tirelessly to deliver life-changing experiences daily. Our **Dialogue Partners** build social businesses against all odds. We can rely on **Experts** to keep our content relevant and our minds fresh, while our **supporters** watch our backs and help us power through. Even the **paper pushers**, toiling in front of their screens to keep the machine running, are precious to us as a community.

Thank **you**.

This year, we've kept our report short and focused on the core of what we've accomplished as a community in 2022. We believe that this report showcases the essence of our achievements and the progress we've made together.

All of us at Dialogue



CHANGE, POWERED BY OUR COMMUNITIES.

Small or big, social change happens daily within our communities. That's what makes us proud and gives us the energy to expand our reach. Here are some chosen stories from 2022:



REACHING NEW CROWDS IN ISTANBUL

Dialogue in the Dark & Dialogue in Silence.

This year we signed a protocol with the National Directorate of Education in Istanbul. From now on the Dialogue Museum is proposed to schools as an important educational space to help students grow empathy. Also, the bus drivers at Istanbul public transport started to visit the Dialogue Museum regularly, to help them welcome disabled passengers better.

BACK IN FOCUS IN VILNIUS

Dialogue in the Dark.

In 2022, our big event to celebrate our 6th birthday came as a miracle after Covid-19. It's so exciting to see that our come back is a success! People remember us and are coming back. To celebrate our birthday, we 'traveled' the world visiting DiD partners from different countries with music, tastes, traditions, activities and smells. 67 visitors were decorated with the attributes of DiD countries and transformed from shy Lithuanians before the event into highly emotional and celebrating citizens of the world.





HEALING TEACHERS IN SEOUL

Dialogue in the Dark.

Since Korea's "Dialogue in the Dark" was included in the Korean middle school morality book, many students have attended "Dialogue in the Dark" for educational purposes. Meanwhile, teachers have also attended "Dialogue in the Dark" as part of a program hosted by a local autonomous district. This time, the aim was not to guide the students, but to heal the tired and wounded hearts of the teachers. For them the 100-minute journey in the dark became a time of rest, comfort and healing. Thanks to this program, we realized that darkness has meaning for everyone.

A RISING STORY FROM MUMBAI

Dialogue in the Dark.

Husna Abdul Gafoor Shaikh, once hailing from a poor background, is now leading a financially independent life through her employment at Dialogue in the Dark Mumbai. Although Husna faced rejections and lack of opportunities in the job market. We recognised her potential and willingness to move out of her comfort zone to overcome her challenges and took her in. Husna adapted quickly. By now she is a strong self-confident employee. When her family visited her in July and witnessed her experience with DiD, they were immensely proud of what Husna has become. They are delighted that Husna is able to showcase her skills and earn a living by inspiring people to create a more inclusive society. The photo shows Husna (2nd from right) with her family.





BACK, AS TEAM, IN KUALA LUMPUR

Dialogue in the Dark.

The year 2022 started on a gloomy note as we had to close our exhibition venue in January. Most of our team members, including Lynn, our project manager for the last ten years, had to be laid off. It was sad to let them go, but it was also encouraging to see that they were able to start a new career path not long after they left. In the last quarter of 2022, when the pandemic restrictions were eased, we performed three more events in the dark. And almost all team members who left us before came back to offer their facilitation services on a part-time basis. So we assured that the show will go on – despite all odds.

SUPPORTING VULNERABLE PEOPLE IN HONG KONG

Dialogue in the Dark & Dialogue in Silence.

During the COVID wave in early 2022, thousands of elderly in China were isolated and prohibited to leave their homes. We mobilized our hope ambassadors – well-trained individuals with visual impairments – to make emergency calls and reach out to the elderly to ensure their well-being during this crisis. It was an amazing experience that our WeCare service was able to provide help during those critical times.





DIALOGUE WITH DISTANCE IN MELBOURNE

Dialogue in the Dark.

Since COVID we can't operate in person anymore, so we run workshops virtually. Not Dialogue in the Dark in its traditional form, but rather dialogue with distance, via virtual interaction with turned off cameras. Even if the impact isn't the same since COVID, we continue talking about how dialogue can look and feel in a post-pandemic era. We've been fortunate to hold our place as a provider of culture and leadership for our clients. This is primarily due to our outstanding team supporting us

MANAGEMENT COURSES IN MOSCOW

Dialogue in the Dark & Dialogue in Silence.

Thanks to our whole team we were able to overcome the pandemic crisis and even improve our performance compared to 2021. We won new clients, with whom we conducted a series of training courses on 'Management in the Crisis'. One client commented on our workshops saying: "The concept of the program is quite unique. You learn in absolute darkness to move towards the same goal."



Read on, for more stories from our Dialogue Partners 🗨️

“ Klara Kletzka, founder of the Dialogue Museum, initiated the generational change in Frankfurt - after 18 years. On 1 August, she handed over the management to Maureen Ekizoglu, who has been supporting her in setting up the new exhibition since 2019. ”

FRANKFURT

Dialogue in the Dark

“We partnered with a big company that wanted to do recruitment processes in the dark. The process should be completely anonymous without any visual impressions from the applicants. ”

VIENNA

Dialogue in the Dark

“ We had a change in management: We said goodbye to Mathias Terheggen and Andreas Heinecke and welcomed Svenja Weber as our new Managing Director. Furthermore, we won the German Sustainability Award and offer a sign language course for all employees. ”

HAMBURG

Dialogue in the Dark & Dialogue in Silence

“Our reopening after a 2 ½-year hiatus was a major challenge as we also felt the need to make changes towards a new normal. However, through the feedback we received during our tours, we were reminded of how impactful and precious our tours are. ”

SINGAPORE

Dialogue in the Dark

“In January 2022, we started the 9th training for visually impaired facilitators in Taiwan. Now we have a total of 63 visually impaired facilitators. Meanwhile, we focused on the financial sector and launched a new workshop on dealing fairly with customers. ”

TAIPEI

Dialogue in the Dark

“Many visitors are coming back with their children that were small in 2015/2016 and the feedback is spectacular. ”

SAO PAULO

Dialogue in the Dark

“A beauty influencer visited our Dinning in the Dark. She then invited two of our blind ladies to join her podcast, which is usually about make-up, beauty and care. But she also wanted women with disabilities to speak and share their message. ”

MONTERREY

Dialogue in the Dark

“By not giving up in the face of the Corona disaster, we were able to preserve the employment of the visually impaired and other staff members. ”

TOKYO

Dialogue in the Dark

“We specifically looked for people with a visual impairment to take on the new position as ‘Welcome Hosts’. Now our visitors go through a fully immersive experience, interacting only with visually impaired personnel. ”

CAIRO

Dialogue in the Dark

OUR IMPACT IN 2022.

We make an impact by breaking down barriers and re-thinking social norms in order to drive sustainable change.
In practice, we empower people through transformative learning experiences at our museums and through our corporate training programs.

In 2022 we've strengthened our global footprint:



cities where Dialogue Partners were present in 2022:

23

locations (re)opening in 2022:

2

**(Mumbai, India
and Sao Paulo, Brazil)**

In practice, we empower people through transformative learning experiences at our museums and through our corporate training programs.

27

2

h2

Dialogue Partners are local social entrepreneurs or organizations that operate Dialogue programs globally:

Australia - Melbourne - Dialogue Partner since 2019

Austria - Vienna - Dialogue Partner since 2009

Brazil - Sao Paulo - Dialogue Partner since 2015

China - Hong Kong - Dialogue Partner since 2010

China - Shanghai, Chengdu, Shenzhen - Dialogue Partner since 2010

Egypt - Cairo - Dialogue Partner since 2019

Germany - Frankfurt - Dialogue Partner since 2005

Germany - Hamburg - Dialogue Partner since 2000

India - Mumbai - Dialogue Partner since 2022

Israel - Holon - Dialogue Partner since 2004

Italy - Milan - Dialogue Partner since 2005

Japan - Tokyo Minato-ku, Tokyo Shinjuku - Dialogue Partner since 1999

Lithuania - Vilnius - Dialogue Partner since 2016

Malaysia - Kuala Lumpur - Dialogue Partner since 2013

Mexico - Monterrey - Dialogue Partner since 2014

Russia - Moscow - Dialogue Partner since 2020

Singapore - *Dialogue Partner since 2009*

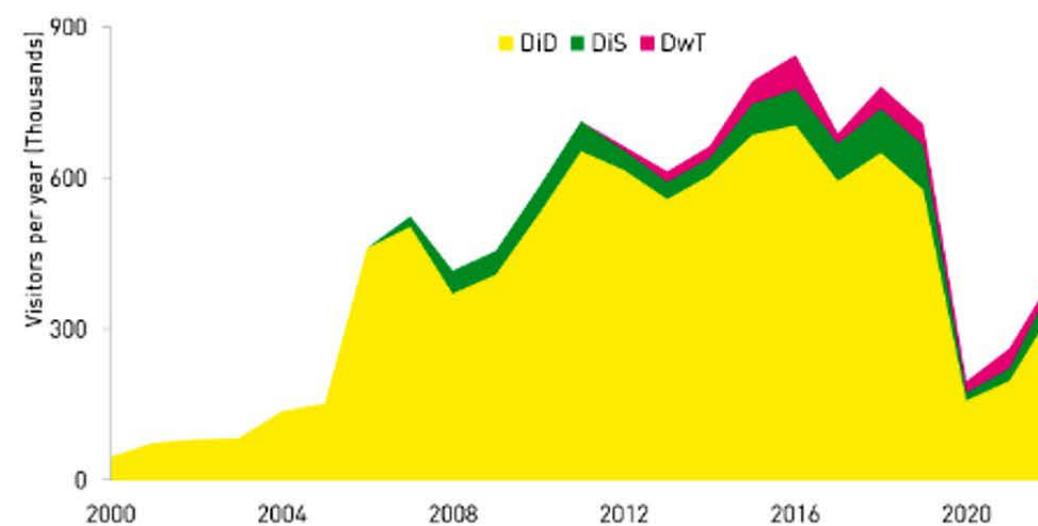
Singapore (*Dialogue with Time*) - *Dialogue Partner since 2017*

South Korea - Seoul - Dialogue Partner since 2010

Taiwan - Tapei - Dialogue Partner since 2011

Turkey - Istanbul - Dialogue Partner since 2013

This year, COVID restrictions still forced us to close down some locations. But we opened back up, step by step:



people reached in 2022:

419 432

x2 compared to 2021 🧑🧑

people reached since 2000:

+ 10 Million 🎉

This year, we safeguarded jobs against all the odds:

employees in 2022:

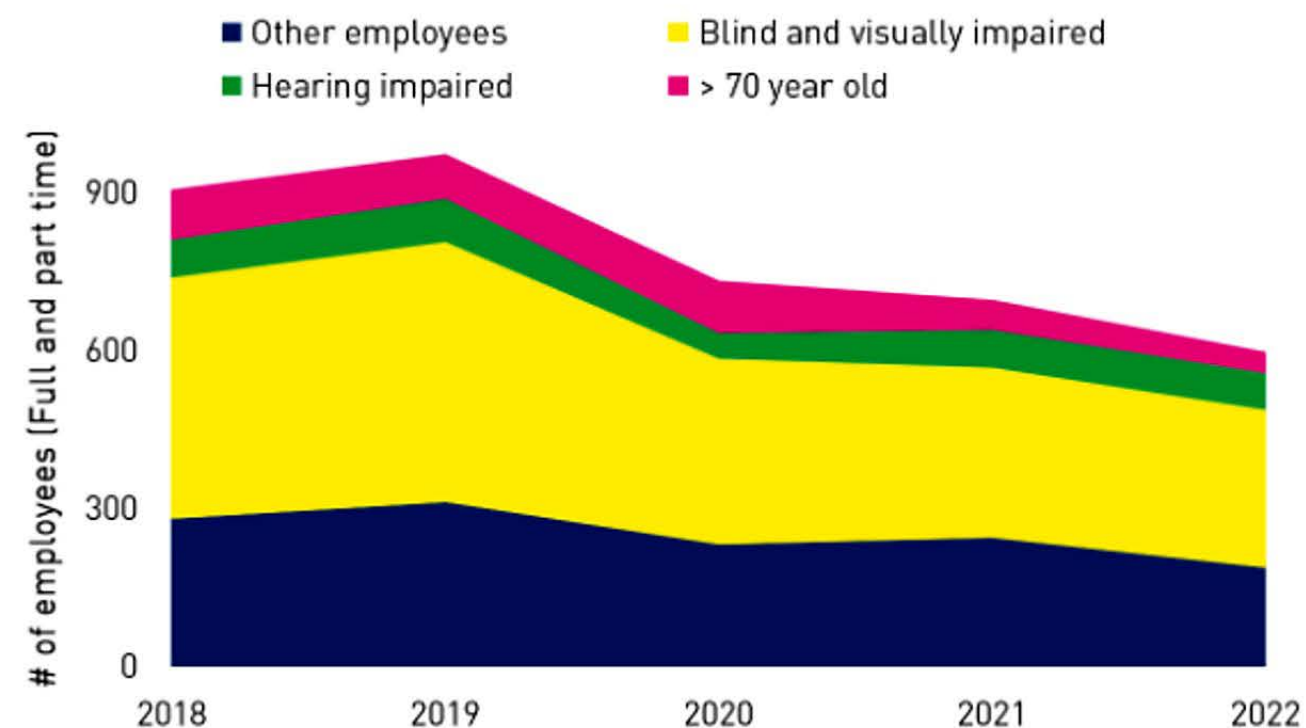
597

% employees with a disability:

62%

employees with disabilities transferred
to the open job market:

24



WHO WE ARE.

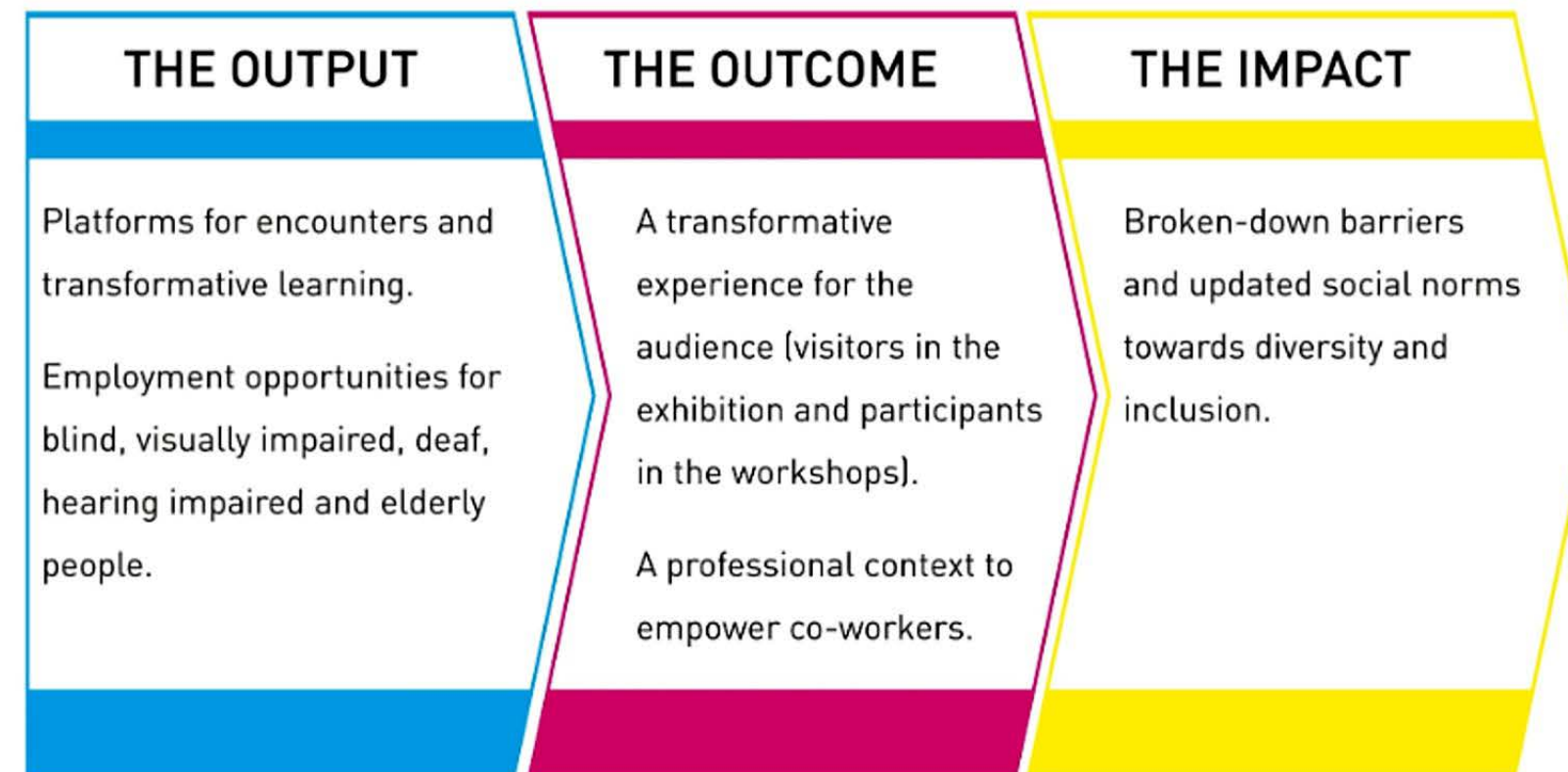
We're a mission-driven organization that has its roots in the creation of Dialogue in the Dark in 1988.

We inspire dialogue that involves everyone and we create a world where inclusion is the driving force for a more equitable society. Every day we work to empower people through transformative learning experiences. We break down barriers and re-think social norms in order to drive sustainable change.

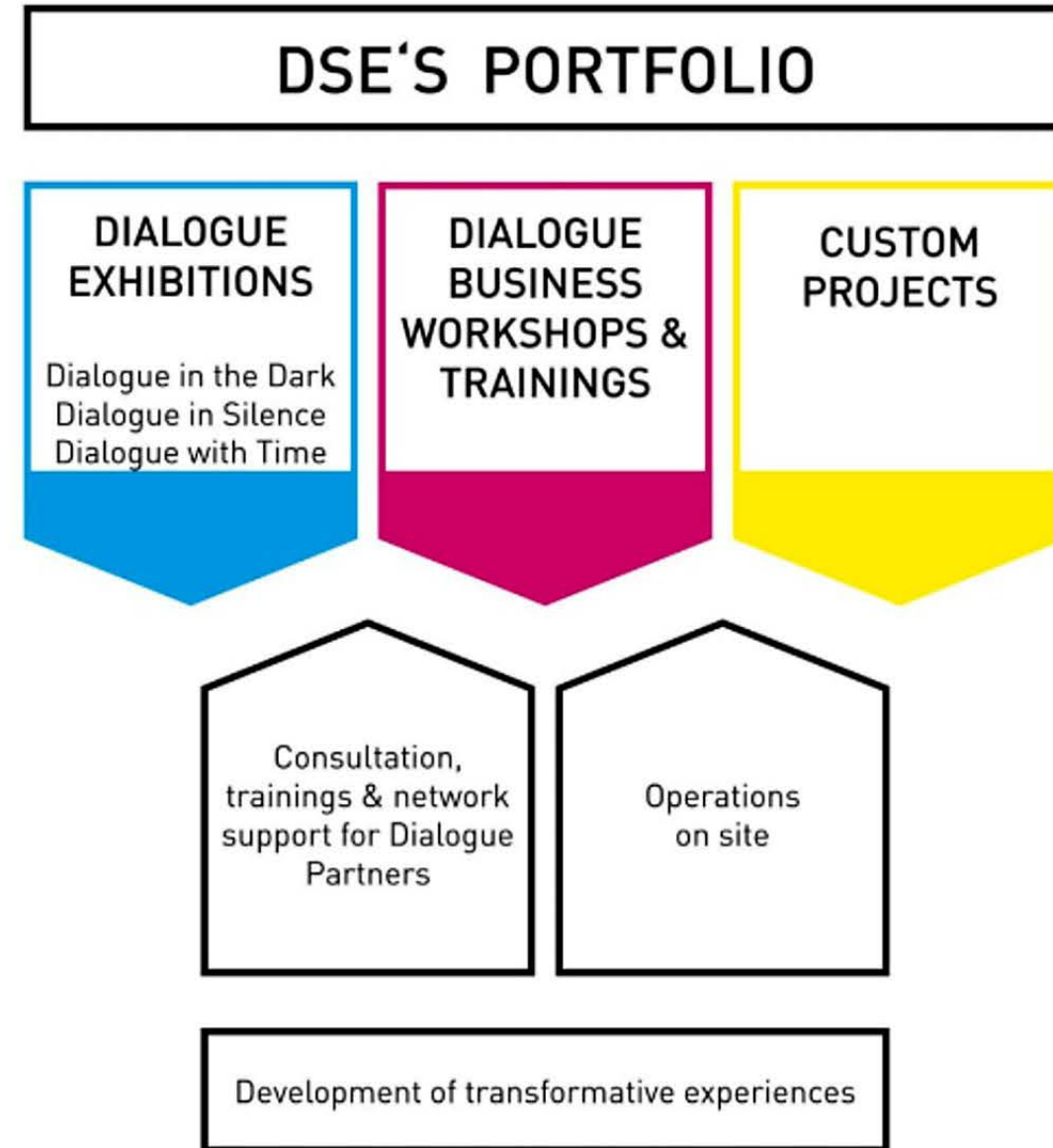
For social entrepreneurs, museums, universities or foundations, we're a social franchiser. We deliver consulting services to help them operate programs of the Dialogue portfolio in their local context. They, the Dialogue Partners, make the magic happen.

For organizations and businesses, we deliver experiential engagement and training programs that help them roll out successful Diversity and Inclusion strategies and build a new generation of inclusive leaders.

OUR IMPACT MODEL



OUR PORTFOLIO



Our portfolio is centered around four main programs:

DIALOGUE IN THE DARK takes the audience out of their familiar environment and places them in the hands of a guide who is blind. Visitors experience these environments and daily routines in new and unfamiliar ways. The exhibition creates a reversal of roles with people who are blind providing visitors with a sense of security and helping them orient in a world without images.

DIALOGUE IN SILENCE follows the same principles. The setting is a sound-proof room in monochromatic white, and visitors wear sound-cancelling headsets. Visitors are instructed before entering the exhibition not to speak but to use only non-verbal communication with the guide who is deaf. People quickly learn to listen with their eyes and express themselves with gestures.

DIALOGUE WITH TIME aims to foster an inter-generational dialogue and to overcome prejudices, wrong assumptions, and stereotypes regarding old age. Guides are age 70 and older, and they lead visitors through the exhibition acting as facilitators with their expertise in aging.

DIALOGUE ONLINE is a series of online experiential learning sessions designed to help organizations and teams build inclusive work cultures that are more creative, resilient and productive. We get people engaged about Diversity and Inclusion, and give them the soft-skills they need to embed inclusion in every thing they do. Sessions are built around the same transformative learning principles as our exhibitions and are mediated by a team of experts with lived experiences of disabilities.

IMPACT, SMALL AND BIG.

We've asked our CEOs and founders, four direct questions about how we achieve impact, small and large. Here's what they shared with us:



ANDREAS HEINECKE

Founder & CEO (until March 2023)

WHAT'S YOUR STORY OF IMPACT FOR 2022?

2022 was a year full of challenges.

DSE has managed to adapt to the adverse circumstances and, above all, has developed new digital forms of learning that are being tested successfully and will now expand our spectrum. It's wonderful to see that even in an online setting the encounter between people with and without disabilities leads to a shift of perspectives, and encourages all participants to an open-minded exchange.

The online dialogue has a huge potential and will complement our Dialogue exhibitions in the future.

SVENJA WEBER

CEO (from October 2022)

WHAT DOES SUSTAINABILITY MEAN FOR YOU, WHEN WORKING WITH OUR COMMUNITIES?

I always understand my work under the aspect of appreciative cooperation. For me, networks are a natural and integral part of this. And this only works if the view of cooperation is directed far beyond short-term success to long-term cooperation. This creates added value for everyone involved. This is sustainability.

Of course, sustainability is also a commitment at all levels: nature, people, society, family, networks. This commitment creates trust and mutual growth.





ORNA COHEN

Co-Founder

WHAT'S YOUR SECRET SAUCE TO PROMOTE BETTER VISITOR EXPERIENCES IN OUR MUSEUMS?

For me, four ingredients come together to offer an attractive and impactful exhibition:

First, the visitor is both the object and subject of the exhibition: Visitors are part of this experimental set-up. They must act, interact and make decisions.

Then, the space is unexpected and unusual. The experimental set-up should be designed as an emotional space to attract visitors' attention. In this world visitors will be disturbed, have to interact and leave their comfort zone.

Also, the exhibits must be invitations to play. Exhibitions should offer playful and joyful situations in which people tend to be more open to taking risks, to be vulnerable and to question their attitudes.

Finally, communication and cooperation are essential to the visit. The exchange between visitors creates an emotional bond and promotes cohesion with the satisfaction of accomplishing something together.

MATHIAS TERHEGGEN

Partner

WHAT CAN WE ALL DO, EVERY DAY, TO SHOW MORE EMPATHY TOWARDS THOSE AROUND US?

I try to role model to my children in the hope that they get better than I am. I focus on cognitive empathy. Each one of them may have his or her own way to be more empathic.

For myself, keeping up curiosity towards other people in my professional and private surrounding and making a conscious effort to get to know them better is a way of “practicing” my empathy.

Like all practice, I don’t do it enough.

And like all practice, it gets easier with time.



WHAT'S NEXT?

A new CEO and new faces (and their accompanying brains and energy) at DSE. COVID restrictions finally out of our way. More and more organizations putting Diversity and Inclusion on top of their agendas. Our network of experts opening up to more diverse life experiences of disabilities. New exhibitions under development. New potential partners we are talking to...

Let's see what 2023 can throw at us. We're ready, because we know you are as well. Some sneak peeks at what's coming:



INNOKLUSIO

National model project in Germany.

Innoklusio is a model project in which 14 brave, diverse pilot companies joined forces to create a more inclusive working world. We offer our partners specific building stones on their company sites: In addition to a mobile interactive exhibition on the issues of inclusion and disability, we offer inclusive leadership seminars and an in-depth educational program for inclusion managers.

Major corporations such as Bayer, Generali or Boehringer Ingelheim sit down with mid-tier enterprises such as Hamburg Airport or Deutsche Welle and enter an exchange with organizations of the social sector such as Ashoka. The dialogue that takes place within this platform fertilizes DSE and our partners, and plants a seed of inclusive work in the German economic community.



OPENING IN RIO!

Dialogue in the Dark is back.

From April 2023, Dialogue in the Dark is back in Rio de Janeiro!

This is the second location opened by Calina Projetos, the Dialogue Partner in Brazil, within a few months.

This time, they are cooperating with the Museu Histórico Nacional and thanks to a network of strong local partners, the entrance is free!

If you can't make it to Rio, you can still have a look at their website.



A BRAND NEW CEO

Change coming up!

That's a big change. Since April 1st 2023, Svenja Weber has taken on the responsibilities and the joys that come with being CEO of our social business. She's adjusting well and can't stop smiling when talking about the great people she meets. Her energy will bring about some interesting change this year.



KIDS IN DIALOGUE

Our new exhibition for the next generation of adults.

The development team at DSE has just put the finishing touches on a brand new exhibition targeted at children 4 to 7.

The interactive space is designed to help children build individual and social identities, to stimulate their curiosity towards diversity, to foster empathy and to develop their openness.

Tests are underway in Dialoghaus in Hamburg.

Curious? Let us know.