



AWARE – ALLY – ADVOCATE: MOVING THE BAR!

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PROGRAM OVERVIEW

Multiple year contract to develop three courses on LGBT Inclusion & Ally Development for Rockwell Automation

Must complete a course to move to next level

- 1st Level - Awareness – Awareness of Inclusive and Exclusive Interactions
 - One 2 hour session
- 2nd level – Ally - Advocacy for LGBT inclusion – what you can do
 - Two (2) sessions – each 2 hours
- 3rd Level – Advocacy - Safe Zone – Visible Spokesperson and Resources for LGBT Inclusion
 - Two (2) sessions – each 2 hours



TODAY'S GOALS

- Creating LGBT Allies in the workplace:
 - Awareness:
 - Cultural Competency/101 Concepts Review
 - Ally
 - Workplace Situations: How to Have the Discussions
 - What is a Safe Zone?
 - Advocate
 - Extending LGBT Awareness
 - Coaching





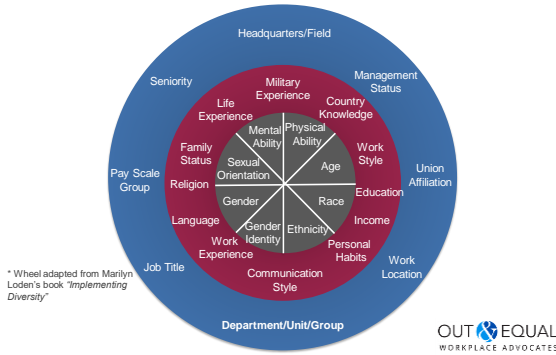
LEVEL 1 – AWARENESS OBJECTIVES

- Recognizing assumptions and privileges based on sexual orientation, gender identity, or gender expression
- An introduction to understanding how to be an ally that includes:
 - › Using respectful, supportive terms when talking about the LGBT aspects of a person
 - › Refraining from humor or comments that play off of being LGBT
 - › Getting to know people regardless of their orientation, identity, or expression
 - › When talking with someone who is LGBT, focus on things in common rather than differences

KEY PRINCIPLES

- Familiarization with Terms
- Create an understanding that it is not “us/them”
 - More diversity than what we first see
 - Each concept is different and unrelated
 - Provide analytical and visual representations
 - Break down stereotypes
- Engage the audience

DIMENSIONS OF DIVERSITY

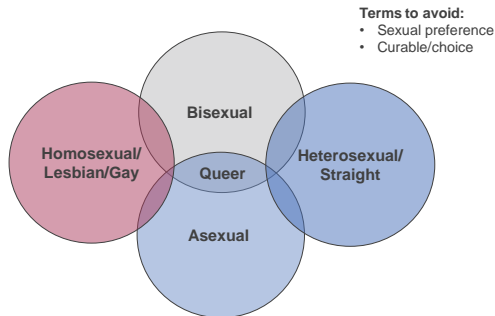


KEY CONCEPTS

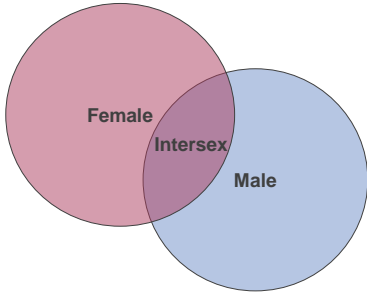
- SEXUAL ORIENTATION** Who you are attracted to
- ASSIGNED BIRTH SEX** Doctor determined at birth
- GENDER IDENTITY** Who you are inside
- GENDER EXPRESSION** How you look to the world



SEXUAL ORIENTATION (RELATIONSHIPS)



BIOLOGICAL/ASSIGNED SEX

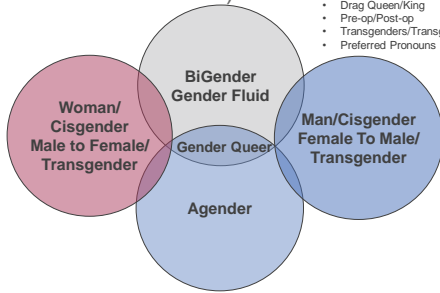


- Terms to avoid:
- Hermaphrodite
 - Not normal/abnormal
 - Mal-developed or undeveloped
 - Mistakes of nature

Based on C2006: Kelley Winters, GID Reform Advocates



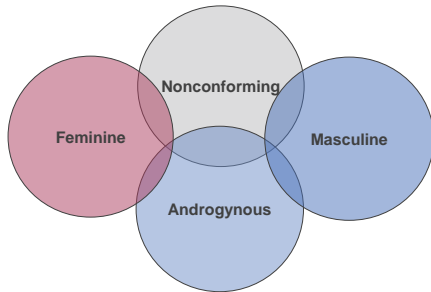
GENDER IDENTITY (GENDER DIVERSITY)



- Terms to avoid:
- Sex Change/Reassignment
 - Gender Identity Disorder
 - Transvestite/Tranny
 - He/She
 - Drag Queen/King
 - Pre-op/Post-op
 - Transgenders/Transgendered
 - Preferred Pronouns



GENDER EXPRESSION



OTHER TOPICS

- Heterosexism - Cis-sexism
- Homophobia – Biphobia - Transphobia



LGBT EMPLOYEE SUPPORT

Policy/Guidelines:

- › Create policies protecting
 - Sexual Orientation
 - Gender Identity
- › Provide equitable benefits and privileges to all

Creating Climate:

- › Educate all employees
- › Review programs to ensure inclusion for LGBT employees
- › Develop metrics to track success of LGBT employees
- › Expand policies globally



THE WEEKEND

What did you do this weekend?

- › Where did you go?
- › Who did you go with?
- › What was the best part of the weekend?

Can't use names

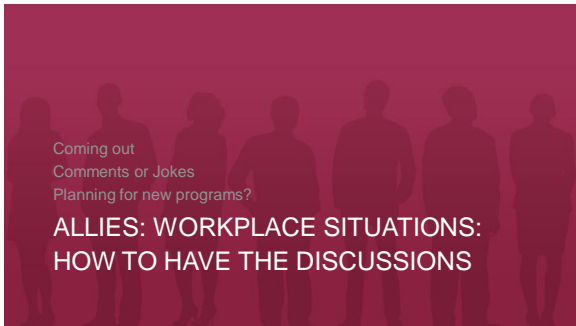
Change the relationship

- › Husband/Wife
- › Brother/Sister

Change pronouns

- › He/She
- › Him/Her
- › His/Hers





LEVEL 2 – ALLY - OBJECTIVES

- Developing the skills and knowledge of allies to be effective advocates for inclusion
- Participants should be comfortable with:
 - Identifying the workplace issues for LGBT employees
 - Speaking up on LGBT issues
 - Engaging other employees in the workplace discussions
- Develop the skills and knowledge of allies to move from ally to advocates for inclusion
- Participants should be comfortable with:
 - Using research and data on LGBT employee experiences
 - Working with LGBT employees as a resource
 - Creating your own story
 - Advocating for change in all levels of the organization



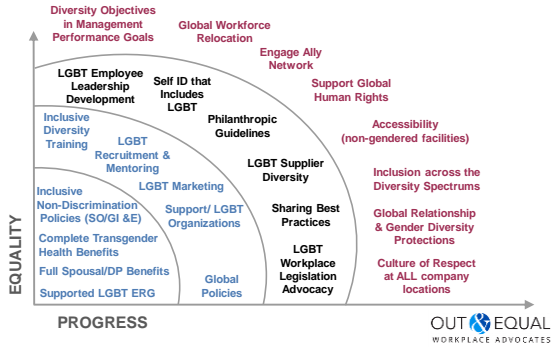
PRINCIPLES

Go beyond individual diversity concepts
 Build on community/laws/what employees need

- Share facts, figures, stories to make real
- Create what the workplace looks like for LGBT
- Emphasize established best practices
- Focus on the benefits of inclusion
- Customize for the company



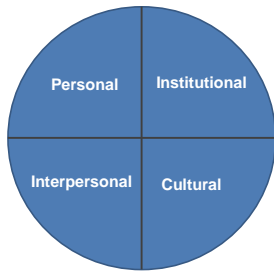
OUT & EQUAL ADVOCACY FRONTIER



HOW DO WE BECOME ALLIES?

Levels of Change

Allies are people, or groups of people, who have the same interests as you, or the capacity or resources to help you.



Allies are important because you'll accomplish much more if there are people who believe in the cause supporting you than if you are working alone.

OUT & EQUAL WORKPLACE ADVOCATES

HOW DO WE CHANGE?

- First response
 - What we think
 - What we feel
 - What we do



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WE ALL COME OUT...



Awareness



LGBT Ally



Advocate



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COMING OUT ROLE PLAY



You joined the team a few months ago

You have received good reviews for your work

You haven't come out yet to your boss as LGBT

Your workplace has 100% on LGBT policy & benefits

You decide it's time to say something so you can be out!



CHANGING CLIMATE

- Becoming aware of other groups
- Working together with others
 - Employee Resource Groups
- Identify as an ally and speak up
- Identify as an advocate and support change in the workplace
- Create opportunities to educate
- Create Safe Space in and out of the workplace
- Maintain confidentially



RESPONDING TO JOKES/COMMENTS

- Homophobia – Transphobia – Biphobia
 - Somebody jokes about the LGBT community
 - Making comments about an LGBT news story on the TV in the break room
 - Staring or pointing at an LGBT couple at an event
 - Knocking over a wedding picture on an LGBT employees' desk
 - Someone is upset that there is a man in the women's restroom
 - Moving your seat in a meeting to not sit next to someone LGBT
 - Making a negative comment or tearing down an upcoming Pride event poster in the break area
 - Bullying or teasing another employee
 - Physical aggression



SITUATIONAL AWARENESS

- Unconscious bias responses – hetero/cis-sexism
- Educational opportunities – correct stereotypes
- Use inclusive language
- Let each person tell their own story
- Responding when someone comes out
- Coming out as an ally
- Where you can be an ally
- Speaking up with jokes, comments, events
- Setting the example as leaders





WHAT IF YOU SAW A KISS...



OUT EQUAL
WORKPLACE ADVOCATES

NOW WHAT?

- What to consider – developing best practices
 - What's your first thought when you hear a negative comment?
 - Will you respond?
 - How do you make it a teaching moment?
 - What are your next steps?
- What to avoid – checking your responses
 - Does my silence say I agree?
 - What will my co-workers think of me if I speak up?
 - Are there aren't any LGBT people in the room?
 - Who should do something about this?

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OTHER OPTIONS...

- Correct stereotypes
- Include visual image and contributions of LGBT employees
- Speak up and be a role model of how to be inclusive
- Genuinely seeing diversity as a strength, an opportunity, rather than an "issue" or problem
- Understanding how one's own life experiences can help build relationships
- Consistent intervention
- Use of "I" statements to start discussion
- Look at new programs through an LGBT lens
- Create networks and educational opportunities

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WORKPLACE ADVOCATES

TELL YOUR STORY TOO....

Facts, research, details & concepts important to provide a perspective

Real change happens when you hear and understand another person's story

Tell your story –

- Why is LGBT equality important to you?
- How did you get involved?



BEST PRACTICES

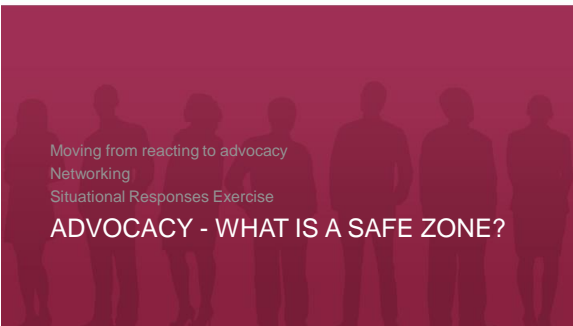
- Inclusive Questions
 - Do you have somebody important in your life or do you have a partner?
 - Would you like to bring someone to the event?
- Checking out the pronouns
 - What pronouns do you use (he/she/they)?
- Use LGBT when talking about employees in the workplace
- Find out about the person, not just as LGBT, hobbies, background, etc.
- Ask the LGBT employee to speak on other topics, not just LGBT
- Never inquire about any medical or personal issues on the job
- Let each employee tell their own story, don't "out" them





Moving from reacting to advocacy
 Networking
 Situational Responses Exercise

ADVOCACY - WHAT IS A SAFE ZONE?



LEVEL 3 – ADVOCATE OBJECTIVES

- Look for and use opportunities to expand peoples' awareness of assumptions and privileges based on orientation, gender identity, or gender expression
- Openly self-identifies themselves as an ally
- Active involvement in internal or community events aimed at increasing LGBT inclusion
- Coach individuals on how to have difficult conversations with peers or managers on issues affecting them because they are lesbian, gay bisexual or transgender
- Give referrals to community resources



PRINCIPLES

- Emphasize that this is all of us – not us/them
- About 60% of US adults know someone well who is LGBT
- Programs designed:
 - Create awareness (lunch & learn, education)
 - Develop ally tools (situational awareness, practice)
 - Focus on advocate impact (organizational change)
- Increase visibility internal and external
- Extend impact to local, state, national, global



WHAT IS A "SAFE ZONE"?

- Where you feel safe - usually some place familiar, where they feel they have some control over what happens
- Can be a physical place or even a state of mind
- Know when we are "outside their safe zone"

I get very nervous in front of a crowd of people, so that is obviously not part of my safe zone.

I'm very familiar with the town I live in; therefore, a sudden move would likely take me out of my safe zone.

<http://www.urbandictionary.com/define.php?term=safe%20zone>



SITUATIONAL AWARENESS CHECK

A new female employee joins the team and there is a welcome reception after the first staff meeting they attend. At the reception, one of your co-workers asks the new employee - "Do you have a boyfriend or husband?"

- › What's going on here?
- › How would you handle this situation in the moment?
- › Is there a better way to ask the question?



- An employee who has been with your company for 7 years comes to your office as their manager and wants to talk with you. They start out by saying they are transgender and want to begin the process of transitioning from a man to a woman at work.

- What's going on here?
- What would be your first response?
- What would you do next?



IDENTIFY AS AN ALLY

- › Find your own story – why are you an ally?
- › Discover your unconscious bias - "I'm a straight person who just supports LOVE!!!"
 - Committing to personal growth
 - Looking at who is in your circle of friends/co-workers
 - Practicing inclusive language
 - What does your silence mean
 - Break down stereotypes
- › Stay current on LGBT workplace equality best practices and issues facing the LGBT community (learning opportunities)
- › Attend LGBT events and meetings (community involvement)
- › Listen – speak up – get involved – get connected!




STEPS TO ANSWER QUESTIONS

- › Most ally work is done when you aren't with LGBT co-workers
 - Planning processes for programs
 - Discussions in the workplace
 - Keep an LGBT lens perspective
- › When a question comes up, you can as an engaged Ally
 - Check out assumptions and ask questions
 - Be familiar with and leverage resources
 - Know basic data about the issues to help others (both LGBT people and Allies)
 - Find supporting information to clarify questions
 - Tell stories that show the human aspect of the issue
- › When you can't resolve an issue, know when to involve other resources
 - Other allies
 - ERG/BRG
 - Local contacts




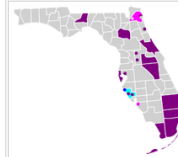
FLORIDA PERSPECTIVE



Florida (USA)


<p>Same-sex sexual activity legal?</p> <p>Gender identity/expression</p> <p>Discrimination protections</p> <p>Family rights</p> <p>Recognition of relationships</p> <p>Adoption</p>	<p>Legal since 2003 (<i>Lawrence v. Texas</i>)</p> <p>Altering sex on birth certificate requires court order or SRS and legal name change</p> <p>None statewide</p> <p>Same-sex marriage legal since 2015</p> <p>Legal since 2010</p>
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Map of Florida counties and cities that have sexual orientation and/or gender identity anti-employment discrimination ordinances

- Sexual orientation and gender identity with anti-employment discrimination ordinance
- Sexual orientation with anti-employment discrimination ordinance
- Sexual orientation and gender identity solely in public employment
- Sexual orientation in public employment
- Does not protect sexual orientation and gender identity in employment

https://en.wikipedia.org/wiki/LGBT_rights_in_Florida


RESOURCES - FLORIDA

- Out & Equal Workplace Advocates - <http://outandequal.org/>
- Lambda Legal - <http://www.lambdalegal.org/>
- GLSEN - <http://www.glsen.org/>
- PFLAG - <http://pflag-chapter-map.herokuapp.com/>

- Equality Florida - <http://www.eqfl.org/>

- The Center - <http://www.thecenterorlando.org/>
- Zebra Coalition - <http://zebrayouth.org/>
- MBA Orlando - <http://mbaorlando.org/>



WHAT IS COACHING?

- A coach will assist and guide to help identify the institutional, as well as individual, drivers of diversity and clarify the vision of business goals and how it fits in with personal goals
 - **Focus** – Performance – coaching is impartial, focused on improvement in behavior
 - **Role** – Specific – coach has a set agenda to reinforce or change skills and behaviors
 - **Relationship** – Part of the job of an ally – defined competency for managers and leaders
 - **Source of influence** – Willing to share experience/insights – an expectation of how to act and why
 - **Personal returns** – Improved teamwork/performance – willingness to talk/ask questions
 - **Arena** – Task related and based on performance – any situation can be a coaching moment



OPEN LISTENING

- Be engaged
- Use listening body language
- Participate
- Follow up after the conversation

- NOTE: If you don't have time in the moment to have a conversation, that's okay. If someone needs to talk to you, but you're busy, take a few minutes to reinforce that what they have to say is important to you by setting time to have an in-depth conversation.



WHEN YOU COULD COACH

- Situation comes up (in the moment)
 - Realization
 - Response
 - Follow up
- More formal with individual co-workers
 - New members (allies & LGBT) who join ERG/BRG
 - Co-workers who have questions
 - Explaining diversity concepts to clients/family
- Changing Climate
 - Work teams
 - Planning or strategic teams



CRUCIAL CONVERSATIONS

- Looking to create alignment and agreement
- Fostering open dialogue around high-stakes, emotional, or risky topics—at all levels of your organization
- Learning how to speak and be heard (and encouraging others to do the same)
- Encouraging the best ideas
- Making the highest-quality decisions
- Acting on your decisions with unity and commitment.



COACHING PRACTICE

- Form a group of 3 – coach/mentee/observer
- Observer reads the scenario and assigns the role and outlines the topic (handed to each group of 3) to provide a coaching opportunity
- Mentee and Coach role play the discussion
- Get feedback from the observer
 - Active listening – engaged, summarizing, validating, use "I" statements
 - Questioning – open ended/leading
 - General – LGBT awareness, comfortable, body language, follow up, appreciation
 - Communication blockers – asking why, advising, digging for info
 - Courtesies – not interrupt, suggest solutions
- Debrief by observer and share with group

Exercise



OTHER IDEAS

- Reverse mentoring
- Mentoring programs
- Networking
- What you could discuss (with LGBT employees)
 - Experience of being out or coming out
 - Describe a situation they felt comfortable/uncomfortable with a colleague/client
 - What it feels like to hide/not hide something from others
- What you could discuss (with allies)
 - What it was like to experience someone being out or coming out
 - Describe a situation they witnessed/managed that was comfortable/uncomfortable situation with an LGBT colleague
 - Describe how they would counsel an LGBT colleague to deal with a difficult co-worker/client and be supportive



QUESTIONS & COMMENTS





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COURSE EVALUATIONS
THANK YOU!

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