

OUT & EQUAL

2017 WORKPLACE SUMMIT



sodexo
QUALITY OF LIFE SERVICES

Connecting through Stories

*Enhancing Employee Engagement
through Storytelling*



A Sodexo Network Group



PRIDE Signature Program

Connecting Through Stories: Enhancing Employee Engagement through Storytelling

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Acknowledgements

This training was adapted for Sodexo by PFLAG National based on its training, "Sharing Your Personal Story to Create Change." Parents, Families and Friends of Lesbians and Gays (PFLAG) National is the nation's foremost family-based organization committed to the civil rights of gay, lesbian, bisexual, and transgender people. Founded in 1973 by mothers and fathers, PFLAG has 200,000 members and supporters in more than 350 chapters throughout the United States. To learn more, please visit www.pflag.org. One of its most prominent projects is Straight for Equality an effort launched in 2007 to invite, educate, and engage straight individuals to have the discussions necessary to move equality forward for their gay, lesbian, bisexual, and transgender friends in simple, nonpolitical ways. Learn more at www.straightforequality.org today.

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Agenda



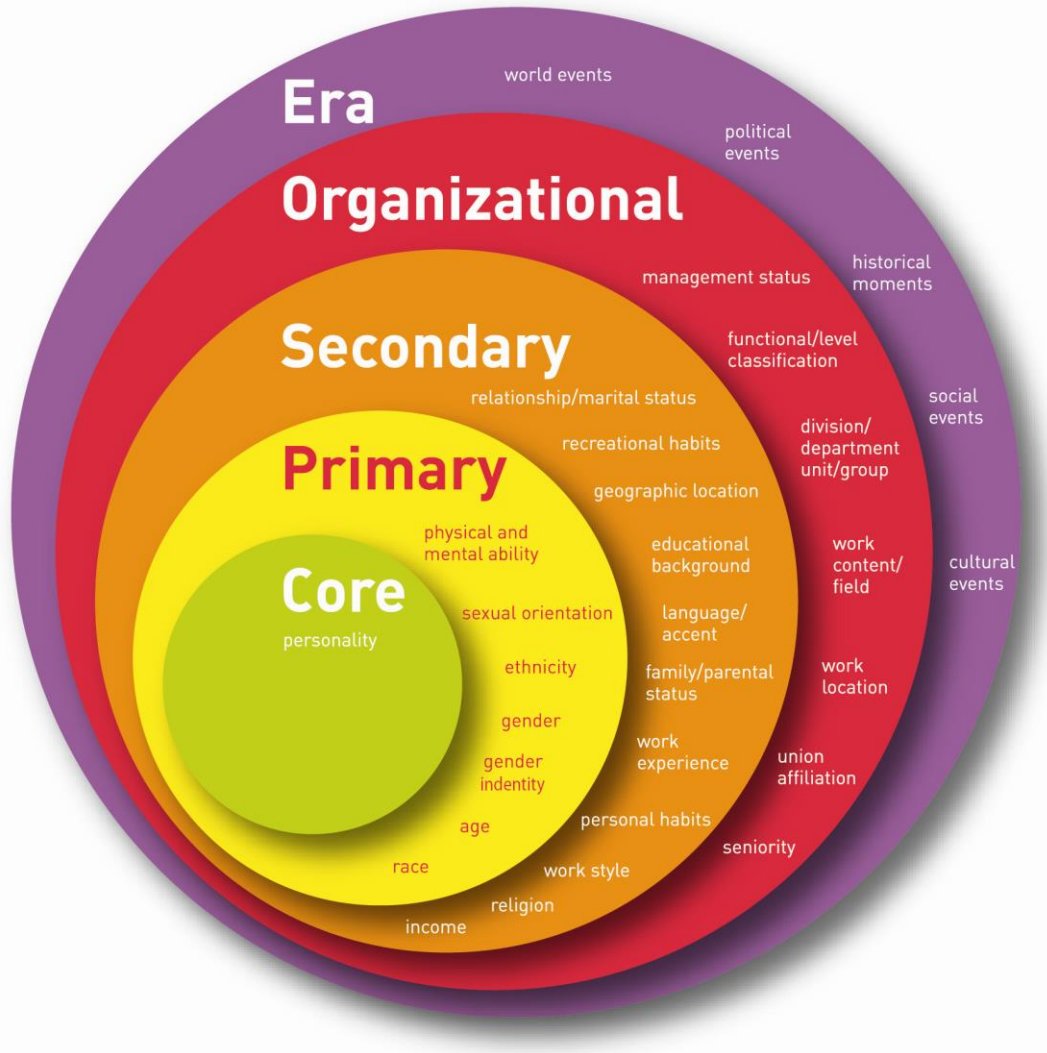
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- 1. Setting the Stage**
- 2. Developing Stories**
- 3. M.I.T.**
- 4. Stay on Target**
- 5. Wrap-Up & Action Plan**



Notes

The Diversity Wheel



Notes

Source: Adapted from Marilyn Loden, *Workforce America*, 1991.

PRIDE Signature Program: **Connecting Through Stories**

Participant Workbook

Norms

Practice openness.

Listen actively.

Participate fully, at your own comfort level.

Speak from personal experiences.

Use only hypothetical examples.

Ask questions.

Honor confidentiality.

Treat others with respect.

PRIDE Signature Program: **Connecting Through Stories**
Participant Workbook

“Ouch” and educate.

Have fun learning.

Honor confidentiality.

Treat others with respect

Notes

Section 1: Brainstorming Your Stories

What stories can you tell about LGBT issues in the workplace?

A few examples of stories like this are:

- One of your peers or colleagues coming out at work
- Your own coming out at work
- What happened in your life to transform you into an ally?
- Something that happened to you that had an impact on your own acceptance towards people who are LGBT at work
- A news story that influenced how you understand this topic

Write down your ideas in the space below. Just include the headlines, not full stories.

Section 2:
Your Most Important Thing (M.I.T.) & Key Themes

Figuring out what is most important in your story is the next step. Remember: Your story is going to be two minutes, so be concise. Here are some ideas that may help define your M.I.T.:



- Power of acceptance
- Pain of exclusion
- Explaining struggles and fears
- Value of understanding
- Need to educate

Your M.I.T. for this story is:

Finding Key Theme(s) for Creating Common Ground

Your common-ground themes will help people relate to your story, even if they do not share your experience. Just a few examples of some feelings most people can relate to include:

- Care
- Family
- Commitment
- Achievement
- Friendship
- Respect
- Kindness
- Compassion
- Feeling free
- Love
- Fairness
- Fear
- Happiness
- Relationships

Circle two of these themes that you plan on using as part of your story to create common ground. Avoid using more than two themes – otherwise your message may be unclear.

Is there a theme that doesn't appear here but you'd like to use? List it below.

Developing the Arc of Your Great Story

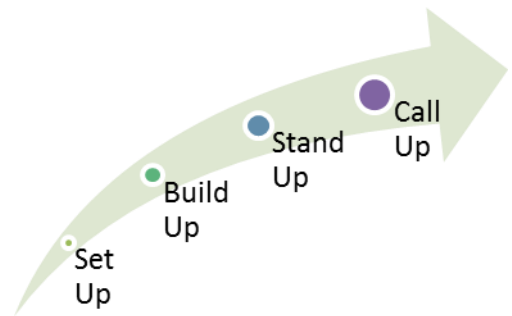
Building structure under what you want to share keeps people interested and makes your story an effective tool for change.

Set Up: Remember that you want to keep people interested. Create your Set Up so that people will be curious to hear what happens next.

Build Up: Fill in the critical details and the relevant characters to the story.

Stand Up: This is the moment of clarity you had during or after this experience where you realized how you could Stand Up and make a difference. It's critically important that your Stand Up links directly with your M.I.T.

Call Up: This is your call to action for the listener. It should always tie back to your M.I.T. and it asks your listener to do something specific and accessible. Stories are tools for change so let your listener know how they can help.



Section 3: The Set Up –

Keep people interested. Make it something that will get people to want to know what happens next.

Section 4: The Build Up –

What happened in the story? This is where you fill in more of the details and create interest as you get to your important points. What challenge or emotion did the incident evoke in you? How did the circumstance in the story make you and/or the other characters feel?

Section 5: The Stand Up –

What was the big moment of transformation in your story? What did you learn from this circumstance? Remember to tie it back to your M.I.T.

Section 6: The Call Up –

You've shared your story for a specific reason. What is the call to action you want your listener(s) to do? Remember that it should be something accessible that will help them continue to learn more or contribute towards creating inclusion at work.

Dealing with Pushback

Remain calm

Keep
assumptions
in check

Listen to
what's
underneath

Don't debate.
Relate.

Acknowledge
and assert

Remember it's
not (always)
about you

Section 7: Before You Go: Action Planning

List 3 places/ opportunities where I can use my story	1
	2
	3
One more story idea that I plan on developing	

Additional Resources:

LGBT-Specific Resources:

PFLAG National (www.pflag.org) – The official website of Parents, Families and Friends of Lesbians and Gays. Check out the personal stories from members and find out why they share their stories about equality.

Straight for Equality (www.straightforequality.org) – Are you a straight ally? Want to find out what you can do to move equality forward for your friends, peers and colleagues who are LGBT? Start here. Straight for Equality is a project of PFLAG National.

The Movement Advancement Project (www.lgbtmap.org) – Check out MAP’s “Talking About” Series. These books are a great set of guides that will help you find the right terms and messages for discussing specific LGBT issues. They also have “An Ally’s Guide to Terminology” that can help you fine-tune your ally stories.

HRC’s Coming Out Project (www.hrc.org/issues/coming-out) – Need help in scripting your LGBT coming out story? The Human Rights Campaign’s Coming Out Project provides guidance for LGBT people, including tools for communities of color.

No Dumb Questions (www.nodumbquestions.com) – A project that originated with the award-winning film, *No Dumb Questions*, this site provides great tools to shape your story and offers answers to some of the “dumb” (but never actually dumb) questions that keep people from speaking up.

Public Speaking Resources:

Toastmasters International (www.toastmasters.org) – Since 1924, Toastmasters International, a nonprofit organization, has been a world leader in helping people become more competent and comfortable in front of an audience.

The National Storytelling Network (www.storynet.org) – The art of storytelling is celebrated – and explained – on this website. Learn about different kinds of storytelling, find answers to questions, and get resources to expand your skillset and understanding of storytelling.

Sodexo LGBTA Resources:

For more information on these resources and other LGBT-related learning opportunities, visit SodexoNet keyword LGBT.

PRIDE – Learn more about Sodexo’s LGBTA Employee Business Resource Group (EBRG), the work they do, and how you can get involved.

The LGBT Conversation Guide – Looking for in-depth tools to help you navigate tough workplace conversations about LGBT issues? Want to learn about Sodexo’s policies on LGBT inclusion? Interested in hearing more personal stories about equality? Start here.

Bringing Your Whole Self to Work – This learning lab comprised of eye-opening interactive exercises, compelling video clips and rich dialogue is designed to greatly heighten awareness of gay, lesbian, transgender and bisexual (GLB) issues and challenges in the workplace. The lab builds knowledge about the GLB community and the business case for focusing on this constituency.

In addition, it highlights behavioral profiles of how employees could respond to LGBT in the workplace. The lab provides practical information and tips on how to manage, work with, and become allies of LGBT employees to create a more inclusive work environment.

A Quick LGBT Terminology Sheet:

Language is always evolving. Use these explanations as your starting point, but use the resources provided to help update your skills. Not sure about what a word means or if you are using it properly? Ask someone! It might be a good opening to hear a new story as people explain the words to you.

Ally

A friend, supporter, assistant, partner, collaborator. Being an ally to the gay, lesbian, bisexual, and transgender community means being supportive of equality in its many forms.. Being an ally to the gay, lesbian, bi, and transgender community means being supportive of equality in its many forms.

Bisexual (or Bi)

An individual who is physically, romantically and/or emotionally attracted to men and women. Bisexuals need not have had sexual experience with both men and women; in fact, they need not have had any sexual experience at all to identify as bisexual.

Closeted

Describes a person who is not open about his or her sexual orientation or an ally who is not open about his / her support for people who are LGBT.

Coming out

A process of self-acceptance that continues throughout one's life. People establish a lesbian, gay, bi, or transgender identity first to themselves and then may reveal it to others. There are different degrees of being out. Some may be out to friends only, some may be out publicly, some may be out only to themselves. One can be out at different points on this spectrum, and it's important to remember and respect that not everyone is in the same place when it comes to being out.

Gay

Term used to describe people whose enduring physical, romantic and/or emotional attractions are to people of the same sex (e.g., gay man, gay people). In contemporary contexts, lesbian is often a preferred term for women.

Gender expression

A person's way of showing their gender identity to others through means such as dress and/or manner.

Gender identity

One's internal, personal sense of being a man or a woman (boy or girl). For transgender people, their birth-assigned sex and their own internal sense of gender identity do not match.

GLBT/LGBT

An acronym for gay, lesbian, bi and transgender that refers to these individuals collectively. It is sometimes stated as LGBT (lesbian, gay, bi, transgender). Occasionally, the acronym is stated as GLBTA to include allies – straight and supportive individuals. The acronym sometimes includes Q for queer or questioning.

Lesbian

A woman who's enduring physical, romantic and/or emotional attraction is to other women. Some lesbians may prefer to identify as gay or as gay women.

Marriage equality

This term is the accepted language used to discuss the legal recognition of civil marriage between two adults of the same sex. *(See same-sex marriage and gay marriage under "A few terms to avoid.")*

Out

Describes people who self-identify as gay, lesbian, bi, transgender, or as a straight ally in their public and/or professional lives.

Queer

Traditionally a negative term that is used by some people in the LGBT community to describe themselves and/or their community. Some value the term for its defiance, and some like it because it can be inclusive of the entire community. Nevertheless, some within the LGBT community dislike the term. The word should be avoided unless quoting someone who self-identifies that way.

Sexual orientation

Permanent emotional, romantic, or sexual feelings toward other people. Straight individuals experience these feelings primarily for people of the opposite sex. Gay or lesbian individuals experience these feelings primarily for people of the same sex. Bi individuals experience these feelings for people of both sexes.

Transgender

A term describing the state of a person's gender identity which does not necessarily match his / her assigned gender at birth. Other words commonly used are female to male (FTM), male to

female (MTF), cross-dresser, and gender queer. Transgender people may or may not decide to alter their bodies hormonally and/or surgically.



A few terms to avoid (and why):

Gay marriage

This is an outdated term – sometimes also stated as “same-sex marriage” – to describe the legal recognition of civil marriage between two people of the same sex. The preferred term is now “marriage equality.”

Homosexual

An outdated clinical term considered derogatory and offensive by many gay people. Replace it with “gay” or “lesbian” to refer to people who are attracted to individuals of the same sex.

Lifestyle

A negative term often incorrectly used to describe the lives of gay people. The term is disliked by the gay community because it implies that people who gay, lesbian, bi, or transgender have a similar pattern of life. Replace with it “your life” or the “lives of gay and lesbian people.” Maybe add same-sex marriage – recommend using marriage equality?

Sexual preference

This term is typically used to suggest that being LGBT is a choice and therefore can and should be “cured.” Replace it with “sexual orientation” or “orientation.”

Transsexual

An older term that originated in the medical and psychological communities. Some transsexual people still prefer to use the term to describe themselves; however, unlike transgender, transsexual is not an umbrella term, and many transgender people do not identify as transsexual. It is best to ask which term an individual prefers, or use the term “transgender” instead.

