

The logo for New York Life, featuring the words "NEW YORK LIFE" in white, stacked vertically, inside a blue square.

# So What Do We Do *NOW*?

## A guide to transgender workplace transition for LGBT and Allies

Stephanie Battaglini  
AVP - Communications Director  
New York Life/NYLPride

October 6, 2010

The logo for out&EQUAL Metro New York. The word "out" is in a bold, lowercase blue font with an exclamation point inside the 'o'. The word "&EQUAL" is in a blue, uppercase font. A red triangle points down from the 'A' in "EQUAL". Below the text is a grey swoosh and the words "Metro New York" in a blue, sans-serif font.The logo for NYLPride. The words "NYLPride" are in a bold, uppercase font. "NYL" is in blue and "PRIDE" is in black. Below the text is a horizontal bar with six colored segments: red, orange, yellow, green, blue, and purple.

# So What Do We Do *NOW*?

## *Introduction*

- ◎ Who's Here?
  - > H.R.?
  - > Managers?
  - > Allies?
  - > Trans Colleagues?
  
- ◎ House Rules
  - > PLEASE turn off your cell phones AND Blackberries!
  
- ◎ Questions?
  - > By all means, but please save them for the end - I'll be sure to allow ample time
  
- ◎ My Objective for Today . . .



# So What Do We Do *NOW*?

## *Today's Agenda*

- So How Did I Get Here?
- A Little "Trans 101"
- The Building Blocks, For Me
- Five Years Later . . .
- What YOU Can Do
- ENDA & The 2012 CEI
- Resources

# So What Do We Do *NOW*?

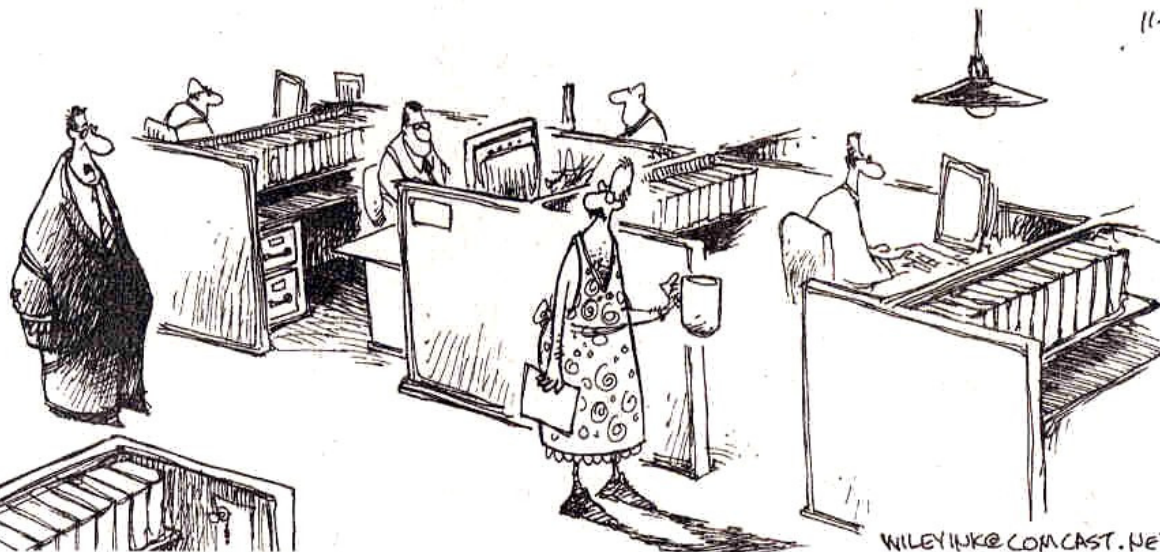
*What Today Is NOT About . . . .*

## NON SEQUITUR

BY WILEY

11-22

UM...BOB?  
APPARENTLY WE  
NEED TO CLARIFY  
WHAT THE COMPANY  
MEANS BY A  
PRESS CODE...



WILEY MILLER DIST. BY UNIVERSAL PRESS SYND.

UCOMICS.COM / NONSEQUITUR

WILEYINK@COMCAST.NET



So What Do We Do *NOW*?

*A Little Inspiration . . .*

“And the day came when the risk to remain tight in a bud was more painful than the risk it took to blossom.”

*-Anais Nin*

“There is always a certain peace in being what one is, in being that completely.”

*-Ugo Betti*

# So What Do We Do *NOW*?

## *How Did I Get Here???*

- 1<sup>st</sup> transgender person to transition on-the-job in the 165-year history of New York Life, on October 7, 2005
  - Do they keep records of such things???
- Member of O & E's Metro NY Regional Leadership Council
- Member of O & E's Transgender Advisory Committee (TAC)
- Board Member of the LGBT Community Center of New York
- Founding Steering Committee Member of *NYLPride*, New York Life's first - ever LGBT ERG, launched in May 2007
- Appeared in the GLAAD Award-nominated documentary series, *Sex Change Hospital*, October 2008

# So What Do We Do *NOW*?

*Issues? Lots of Issues . . .*

- Misunderstanding
- Prejudice
- Hate
  - Leads to Discrimination in . . .
- Employment
  - Unemployment/Underemployment
- Medical Coverage
- Housing
  - Homelessness . . . Esp., with our Trans Youth
- The Need to Educate is Critical!
  - . . . Especially within the LGB communities

# So What Do We Do *NOW*?

## *The Building Blocks . . . For Me*

- Get In Touch With Your Company's Culture
- Do the Research
  - Know My Company's EEO Policy
  - Was I Protected?
    - "Gender Identity & Gender Expression"
- The Interpersonal Approach Was the Best Approach
  - Steadily Built a Broad Base of Support
  - Confide In Those Closest To Me
- Start At The Top . . .
  - . . . Of My Department, That Is

# So What Do We Do *NOW*?

## *The Building Blocks (Cont'd.)*

### ◎ Engage Human Resources

- > With My Sr. Mgmt. Providing the Entre
- > Educating & Facilitating
- > Doing My Homework
- > Defining Boundaries
- > Setting Up the Scope & Sequence of Communication

### ◎ Establish Venues of Communication

- Will vary depending on the level of the transitioning employee and the number (if any) of direct reports
  - Department Meetings
  - Email
- So What Changes?

• **EVERYTHING!!!!!!!!!!**

# So What Do We Do *NOW*?

## *The Building Blocks (Cont'd.)*

- ◎ It was definitely a process . . . . .
  - > A refreshingly collaborative one . . .
  - > A learning experience for Me and the Company . . .
  - > . . . And supportive . . .
  - > . . . And relatively smooth . . . BUT . . .
  
- ◎ To a Large Degree, It's all about the **BATHROOM!!!!**

# So What Do We Do *NOW*?

## *Lessons Learned*

- Be Honest, Be Genuine . . . ***Be Yourself! - OWN IT!***
  - Have Pride in Who You Are and What You Have Accomplished
- Never Doubt Your Abilities . . . They Got You This Far!
- Know Who Your Friends Are
  - Cultivate Your Base of Support
  - They are Your Allies . . .
  - "If they liked working with me as a man, chances are they will like working with me as a woman."
- Stay Focused On What Pays the Bills . . . ***Your Job!***
- Embrace Your Uniqueness, ***Let Your Light Shine!***
- ***Bring Your Authentic Self to Work Every Day!!!***

# So What Do We Do *NOW*?

## *Five Years Later . . .*

- The GOOD NEWS?
  - I've Completely Assimilated into the female workforce at NYL .  
..
- The BAD NEWS?
  - I've Completely Assimilated into the female workforce at NYL  
...
- "Talkin' Baseball" . . . Or NOT!
- Am I . . . INVISIBLE??!!

# So What Do We Do *NOW*?

## *The Glass Ceiling & Loss of Male Privilege*

- "Individual Results May Vary"
  - Company culture has much to do with the thickness of the glass
- Did I Suddenly Become STUPID???
  - I never thought that much about male privilege when I had it, but I sure felt its loss . . .
- I must COMPENSATE for this somehow. . . Or is it OVER-compensate??
- What ARE they thinking??? Hmmmm . . . .
  - Have I lost my mind?
  - Are they questioning my ability?
  - Am I no longer the valued employee I once was?
  - Have I been *stigmatized*?
- Have I Become too wrapped up with ME?

## So What Do We Do *NOW*?

*You Mean It's NOT All About ME!!!*

- "Get Over Yourself!"
  - Tough to reign in the "social euphoria" at first
- "Delayed Adolescence"
- The Value of Mentoring Cannot be Overstated
  - The Women's Locker Room
  - Keeping Your Eye on the Ball
- The Bottom Line:
  - Your company, however supportive, still expects you to fulfill the responsibilities of your position



## So What Do We Do *NOW*?

*Living Up to & Managing Expectations*

- When it comes to Expectations . . .
- It's Better to Not Have ANY!
- Take it one day at a time . . .
- I'm *Living Into Myself* . . .
- The "*Plate Spinner*"

# So What Do We Do *NOW*?

## *What YOU Can Do . . .*

- Be a Supportive Ally/Colleague
  - Seek to understand as best you can
- Understanding and Acceptance are NOT dependent upon each other
  - Educate yourself on the issues
- Exercise "Trans - Etiquette" (What to ask - and how to ask it)
  - Use the correct pronouns
  - NEVER use the word "it"!!
  - Do not "out" someone without his or her permission
  - Don't Make Assumptions
    - Gay? Straight? Other?
  - "Do Unto Others . . ."
- We are not that different than you . . .
- H.R. Folks: Document Your Policies & Procedures, Please!

## So What Do We Do *NOW*?

### *ENDA - Why It Matters . . .*

- It Matters Because Not Every Transgender Person's Workplace Transition Goes This Smoothly
  - Most Do Not
- There Are No Workplace Protections for Transgender Employees in 37 States
- A Fully-Inclusive ENDA is better for EVERYONE by ensuring that an employer cannot fire or refuse to hire a man for being too effeminate, or a woman for being too masculine

# So What Do We Do *NOW*?

## *The 2012 CEI - Why It Matters . . . Now*

- 2012 "Must-Haves"

- Equal employment opportunity policy **MUST** include:

- Gender identity or expression
- Sexual orientation

- Transgender-inclusive health insurance coverage

- Following the World Professional Association for Transgender Health (WPATH) *Standards of Care*

- Benefits-eligible employees and dependents firm-wide must have access to at least one health insurance plan that:

- Covers transgender-specific treatment and conforms to the WPATH *Standards of Care* in determining treatment coverage eligibility

# So What Do We Do *NOW?*

*Resources At Your Disposal*



**National Center for  
TRANSGENDER  
EQUALITY**

dedicated to advancing the  
equality of transgender people  
through advocacy, collaboration  
and empowerment

transequality.org

A photograph of a group of seven people, including men and women of various ethnicities, standing on the steps of a large building, likely the U.S. Capitol.

# So What Do We Do *NOW*?

*A Final Thought . . .*



"You're braver than you believe, and stronger than you seem, and smarter than you think."  
*Christopher Robin to Pooh*

# So What Do We Do *NOW*?

## *Wrap-Up*

- THANK YOU!!!!
- Questions, Please . . .
- Stephanie\_C\_Battaglino@newyorklife.com
  - 914.846.4010



**NYLPRIDE**

**out&EQUAL**

Metro New York