



## LGBT DIVERSITY LEADERSHIP TRAIN THE TRAINER

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Objectives  
Overview  
Introductions

## LESSON 1: INTRODUCTION

2

## PROGRAM OVERVIEW

- Overview of Out & Equal
- Apply LGBT Cultural Competency Concepts
- Identify best practices for LGBT business case
- Practice Training/Facilitation Skills
- Develop Personal Stories to support training
- Discuss next steps

## OUR DAY TODAY

### Morning

- Out & Equal Overview
- LGBT Key Concepts & Terminology
- Establishing the Business Case

### Lunch 12:00 – 1:00pm

### Afternoon

- Creating Allies
- Training versus Facilitating
- Telling your story
- Current LGBT Issues –Discussion
- Resources
- Answering Questions
- Wrap up, Q&A, Evaluations



## PROGRAM PRINCIPLES

Involvement

Open  
Communication

Trust

Confidentiality

## INTRODUCTIONS

Name

Your  
Pronouns  
(He/She/They)

Where you  
are from?

Who you work  
for?

Why are you  
taking the  
course?



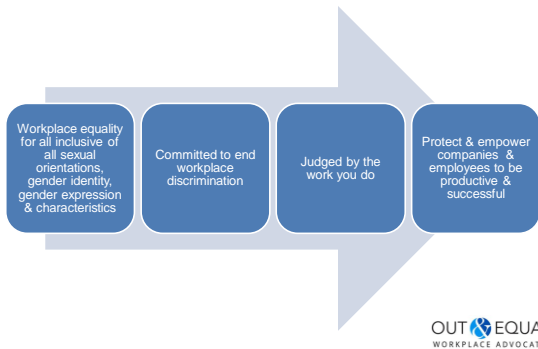
Vison  
History  
Summit Overview



**LESSON 2:  
OUT & EQUAL**

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## WHO WE ARE



O&E History Video – new video



## OUT & EQUAL TIMELINE

<b>1996</b> Seisse Berry founder of Building Bridges	<b>1999</b> Out & Equal hosts the first Out & Equal Workplace Summit in Atlanta	<b>2003</b> O&E achieves 501c3 status as Educational Non-profit	<b>2008</b> Executive Forum Launched	<b>2012</b> First Global Summit held in London – 300 attendees	<b>2014</b> Summit held in San Francisco – 3,263 attendees
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1996	1999	2003	2008	2012	2014
1998 3 organizations combine into Pride Collaborative	2000 Out & Equal Workplace Advocates Created	2003 First International participants @ Out & Equal Workplace Summit	2008 CareerLink Launched	2013 Out & Equal @ Work book launched	2014 First Global Forum held in India
					2015 Equality Institute Launched
					2016 20th Anniversary

OUT & EQUAL WORKPLACE ADVOCATES

## OUT & EQUAL PROGRAMS



Orlando, FL Oct 4 – 7, 2015



Regional Affiliates & ERG Registry

## Out & Equal Annual Workplace Summit

### Summit Goals

CONVENE  
EDUCATE  
INSPIRE



**IMPACT**

### Follow the Summit:

Tweet: #oesummit  
Wifi: OESummit2016/#oesummit  
App: Convene – live events app/app store – use code or @conveneapp – See Matt at Thomson Reuters booth



## COMMUNITY RELATIONS

- Regional Affiliates – 21
- Global Employee Resource Group (ERG) Registry
- Summit programming for ERGs
- Professional Networks



<http://outandequal.org/regional-affiliates/>



## EXECUTIVE FORUM

Annual three-day conference

For out LGBT executives and emerging leaders

- ▶ High-level LGBT professionals charged with management and budget decisions or have direct access to a CEO separated by no more than four levels.
- ▶ Emerging LGBT professionals on a career path to become leaders within their companies.

Since 2008, over 100 LGBT senior executives and emerging leaders have participated

Opportunities to:

- ▶ Build leadership skills
- ▶ Strengthen business connections
- ▶ Action planning for LGBT equality



### For Job Seekers

- Post your resume for free
- Access advanced job searching options
- Create e-mail alerts for new job listings

### For Employers and Recruiters

- Choose from annual subscriptions, job posting packs, featured job listing and featured employer advertising to meet your recruiting needs
- Search for quality LGBT and ally job candidates
- Easily access online analytics



LGBT CareerLink



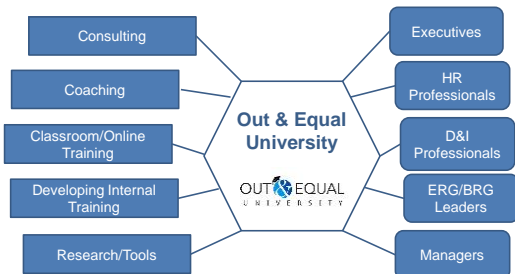
## OUT & EQUAL UNIVERSITY

### Training & Professional Development

- Classroom Training
- Webinars
- Town Calls
- Consulting
- Speaking Engagements



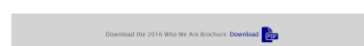
## USING OUT & EQUAL RESOURCES



## WEBSITE RESOURCES



University



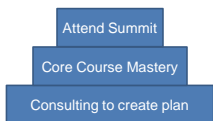
It's one thing for corporations to have a commitment to creating workplaces that are welcoming and supportive of lesbian, gay, bisexual and transgender employees, but it's another thing to develop policies, programs and a workplace climate that leads to equitable work environments. That's where Out & Equal comes in.



## ANALYZE & CUSTOMIZE

### Just Starting Out

- LGBT Cultural Competency
- Integrating the Business Case
- Developing Trainers
- Start ERG/Diversity Council
- Achieving 100% on CEI



### Achieving Excellence

- Changing climate
- Ally Development
- Global connections
- Educate all employees
- Beyond the company (CSR)



## TRAINER'S NETWORK

- Connect
- Collaborate
- Share Resources
- Stay Informed
- Send Messages



Join us on our Out & Equal Communities Platform

Enroll at: <https://outandequal.force.com/community>



## MINUTE MESSAGE

- Committed to end workplace discrimination
- Be judged by the work you do
- Protect & empower employees to be productive & successful

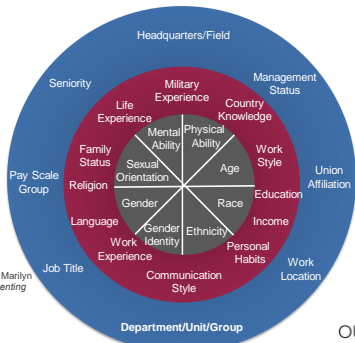


Bring Diversity to the workplace  
Apply LGBT Cultural Competency  
Focusing on the concepts

## LESSON 3: DIMENSIONS OF DIVERSITY

22

## DIMENSIONS OF DIVERSITY



\* Wheel adapted from Marilyn Loden's book "Implementing Diversity"



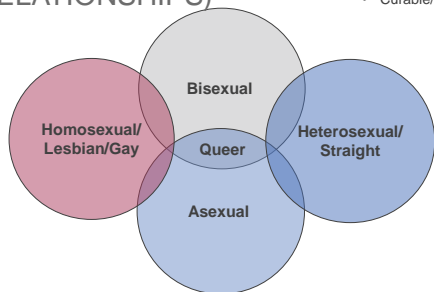
## CONCEPT REVIEW

Term	Definition
Sexual Orientation	a) Feels love, affection, and sexual attraction regardless of gender
	b) Feels love, affection, and sexual attraction to persons of the same gender
	c) Lack of sexual attraction to anyone
	d) Feels love, affection, and sexual attraction persons of a different gender



## SEXUAL ORIENTATION (RELATIONSHIPS)

Terms to avoid:  
 • Sexual preference  
 • Curable/choice



Based on ©2006 Kelley Winters, GID Reform Advocates

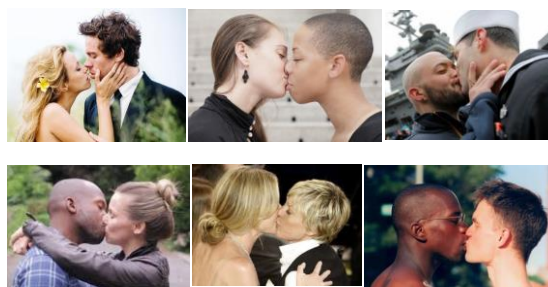


## CULTURAL COMPETENCY TIPS

- Meet & get to know someone who is LGB
- Remember everyone has a sexual orientation
- How people look on the outside doesn't tell you who they are on the inside
- Can you use GLB?
- What about the word "queer"?
- What about bisexuals?
- What about asexuals?
- Check on how people self identify (a woman might prefer to be considered gay and not lesbian)



## WHAT IF YOU SAW A KISS...



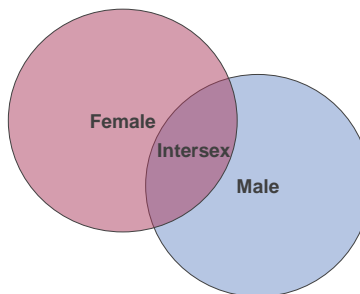
## CONCEPT REVIEW...

Term	Definition
Assigned/Birth Sex	a) Based on the physiology of a newborn b) Variations may be seen at puberty based on hormones c) May also reflect genetically and discovered during fertility testing d) Doctor-determined sex of a child as a boy or girl when a baby is born e) Includes the term intersex



## BIOLOGICAL/ASSIGNED SEX

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



Based on ©2006 Kelley Winters, GID Reform Advocates

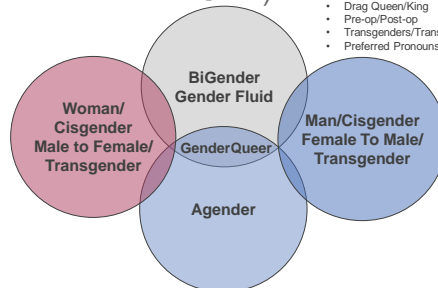


## CONCEPT REVIEW

Term	Definition
Gender Identity	a) Includes not feeling like either gender
	b) Includes feeling like both genders
	c) How you feel inside about your gender matches your assigned/birth sex
	d) How you feel inside about your gender does not match your assigned/birth sex
	e) If gender confirming medical path selected, use the WPATH standard of treatment

## 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



## WPATH STANDARD OF CARE (VERSION 7)

- Transsexual - preferred by some people who have permanently changed - or seek to change - their bodies through medical interventions
- Gender nonconformity - extent a person's gender identity, role, or expression differs from the cultural norms prescribed for people of a particular sex
- Gender dysphoria - discomfort or distress caused by a discrepancy between a person's gender identity and that person's sex assigned at birth
  - Formal diagnosis can be found in DSM
  - Psychotherapy to integrate feelings
  - Change gender roles or expression
  - Medical treatment options include feminization or masculinization of the body through hormone therapy and/or surgery
- Individualized path

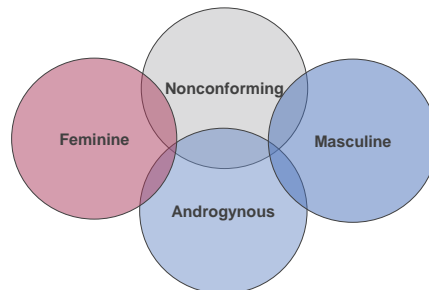
## CULTURAL COMPETENCY TIPS

- Meet & get to know someone who is "T"
- Remember everyone has a gender identity
- How people look on the outside doesn't tell you who they are on the inside
- Can you use trans, trans man, or trans woman?
- What about the word "gender queer"?
- What about gender non-conforming individuals?
- What about androgynous individuals?
- Check on how people self identify (name to use and pronouns to use – he / she / they)

## CONCEPT REVIEW

Term	Definition
Gender Expression	a) Based on cultural and gender construct expectations
	b) May not be able to tell if a person is a man or a woman
	c) Non-conforming dress creates a response in us that can make us feel uncomfortable
	d) May change over time/location

## GENDER EXPRESSION



## MYTHS & STEREOTYPES



- A **myth** is a false belief or a set of ideas and stories surrounding a particular phenomenon, concept, or group
- A **stereotype** is a simplified and/or standardized conception or image with specific meaning, often held in common by people about another group



**FACT:** 81% of non-LGBT people report that they feel LGBT people "should not have to hide" who they are at work.  
The Cost of the Closet and the Rewards of Inclusion, May 2015



## BREAKING MYTHS/STEREOTYPES

Gay	Lesbian	Bisexual	Transgender	Corporate Employee
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## OTHER TOPICS

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



## USING THE SLIDE DECK

- Opening/Introductions/Ground Rules
- Concept Slides (background)
- 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



## OPENING SLIDES



## DISCUSSING DIVERSITY





## CONCEPTS

A grid of 12 small presentation slides. The slides cover various topics related to diversity and inclusion, including:
 

- KEY CONCEPTS
- SEXUAL ORIENTATION: BIODIVERSITY OF SPECIES
- SEXUAL ORIENTATION: HUMAN DIVERSITY
- LESBIAN
- GAY
- BISexual
- ASexUAL
- HERMaphRODITE
- BIOLOGICAL/ASKED: SEX
- ENDOGALASKED: SEX
- TIPS FOR SEXUAL ORIENTATION
- WHAT IF YOU SAWARMS
- MATCHING CHECK

## CONCEPTS (CONT'D)

A grid of 12 small presentation slides. The slides cover various topics related to diversity and inclusion, including:
 

- GENDER IDENTITY: GENDER EXPRESSION
- TRANSITION
- HOW DOES A MAN TO BE TRANSGENDER?
- TRANSITION: FROM FEMALE TO MALE
- TRANSITION: FROM MALE TO FEMALE
- TRANSITION: FROM TRANSGENDER TO TRANSGENDER
- TRANSITION: FROM TRANSGENDER TO TRANSGENDER
- TRANSITION: FROM TRANSGENDER TO TRANSGENDER
- TRANSITION: FROM TRANSGENDER TO TRANSGENDER
- TRANSITION: FROM TRANSGENDER TO TRANSGENDER
- TRANSITION: FROM TRANSGENDER TO TRANSGENDER
- TRANSITION: FROM TRANSGENDER TO TRANSGENDER

## MORE DIVERSITY WORKSHOPS...

### Transgender Topics

- 10/5 - 13:30 Beyond the War On Restrooms -- The Workplace in Transition
- 10/5 - 13:30 Transition in Progress
- 10/5 - 15:30 Transgender Community Round Table Discussion
- 10/7 - 10:00 Transgender Healthcare: Past, Present & Future

### General Topics

- 10/5 - 13:30 Building Bridges toward LGBT Cultural Competency - A Global View!
- 10/5 - 15:30 Talking 'Bout My Generation: Generational Conflict & Collaboration in the Workplace
- 10/6 - 11:00 Art against homophobia
- 10/6 - 12:30 Beyond the Blame Game: Religion and LGBT Inclusion at Work
- 10/7 - 10:00 Finding Joy in Diversity: Many in Body, One in Mind
- 10/7 - 10:00 Outward presentation: Executive presence meets authenticity

## QUESTIONS & COMMENTS

BREAK – 15 MINUTES

## MATCH GAME





How do we create diversity – Identity Politics  
Understanding the LGBT Community  
Creating the Business Case

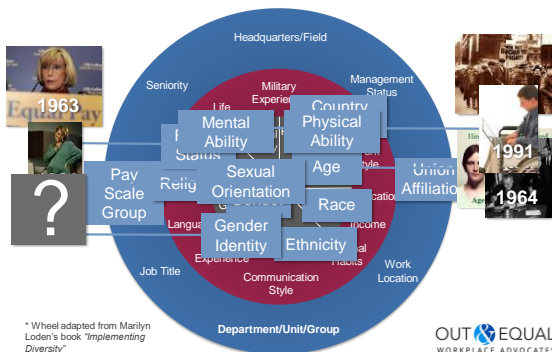
**LESSON 4:  
BUILDING THE BUSINESS CASE**

**MOVING TOWARD EQUALITY**

- ▶ Phases of Change
  - Eliminate government sponsored litigation – discrimination in schools/state banning of same sex marriage
  - Make society less discriminatory – housing, employment
- ▶ Identity politics/Minority Group
  - Community organizing
  - Consciousness raising
  - Legitimate political constituency
  - Equal rights and representation
- ▶ Freedom of Speech
- ▶ Civil rights – not protected class
- ▶ Can pursue legal/democratic processes to change

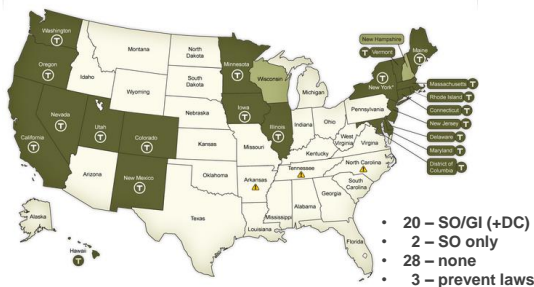


**DIMENSIONS OF DIVERSITY**



\* Wheel adapted from Marilyn Loden's book "Implementing Diversity"

**FIRED FOR BEING LGBT?**



**FLORIDA PERSPECTIVE**

**LGBT rights in Florida**

Florida (USA)

**Same-sex sexual activity legal?** Legal since 2003 (*Lawrence v. Texas*)

**Gender identity/expression** Altering sex on birth certificate requires court order or SRS and legal name change

**Discrimination protections** None statewide

**Family rights**

**Recognition of relationships** Same-sex marriage legal since 2015

**Adoption** Legal since 2010

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](https://en.wikipedia.org/wiki/LGBT_rights_in_Florida)

**WHAT'S THE NUMBERS?**

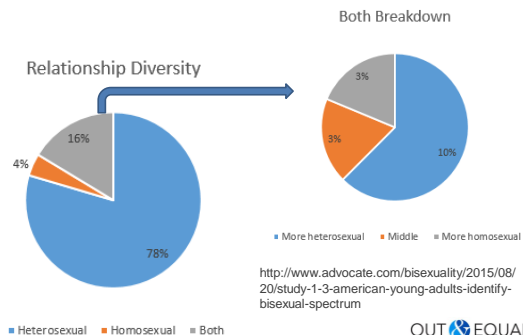
**3.8% of U.S. adults self-identify as LGB (2016 Gallup)**  
**(1.4 M self identify as T – 0.6%)**

	% Yes	% No
18–29	6.4	90.1
30–49	3.2	93.6
50–64	2.6	93.1
65+	1.9	91.5
Women 18–29	8.3	88.0
Men 18–29	4.6	92.1

Gates, Gary J. and Frank Newport. "Special Report: 3.4% of US Adults Identify as LGBT." October 18, 2012. <http://www.gallup.com/poll/158066/special-report-adults-identify-lgbt.aspx>

- Americans estimate 24% of U.S. population is LG
- 12% of self identified heterosexuals say they had a homosexual experience
- Age related bisexual spectrum (30-44 – 24% self ID / 45+ - 8%)

## WHAT DO WE KNOW....



## LGBT HISTORY IN THE US

**1920 - 50s** Gay Neighborhoods Formed

**1969** Stonewall

**1970** Homosexuality Removed from Diagnostics & Statistical Manual

**1972** First National Bisexual Group

**1978** Transgender Term First Used

**1980** HIV / AIDS Unites Gay, Lesbian, Bisexual & Transgender Communities

**1990** Marriage Equality Society Founded

**1995** First Lesbian Group Formed; Daughter of Blitts

**1999** Out & Equal hosts the first Workplace Summit

**2003** Homosexuality Legalized

**2007** ENDA Gender Identity

**2011** US Ends DADT

**2012** EEOC adds gender/identity to Title VII

**2013** DOMA Overturned

**2015** Marriage Equality, EEOC adds Sexual Orientation, Equality Act introduced

**2016** Trans OK in Military

Creating Communities  
Movement Toward Civil Rights

pre- 1960s 1960s 1970s 1980s 1990s 2000s

OUT EQUAL  
WORKPLACE ADVOCATES

## LGBT HISTORY IN THE US

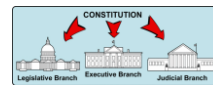
# What's Your History?

pre- 1960s 1960s 1970s 1980s 1990s 2000s 2010s

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WORKPLACE ADVOCATES

## US LGBT PROGRESS

- Legislative
  - 2009 - Federal Hate Crimes include LGBT
  - 2011 - Repeal of DADT
  - 2016 - Repeal of Transgender Military Ban
- Judicial
  - 2003 - Lawrence v Texas - consenting adults
  - 2013 - Overturn of DOMA - Section 3 - bans unconstitutional (1,138 federal rights but no state rights if no marriage equality)
  - 2015 - SCOTUS decision for full marriage equality - state recognition (VA benefits, Social Security for example)
- Executive orders
  - Sexual Orientation (1998) and Gender Identity (2014) for federal employees
  - 2014 - Government contractor required inclusion of protections
- EEOC
  - 2012 Macy's Case and Title VII
  - Amend Civil Rights Law
- Remaining Issues
  - Workplace and public access non-discrimination



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## CHALLENGES

- In 2016, over 200 anti-LGBT bills introduced in states:
  - Religious Freedom challenges (Religions Freedom Restoration Act (RFRA))
  - Public access and accommodations for LGBT - housing, restrooms, identification marker changes
- State legal challenge of federal EEOC/DOE interpretation on SOGI in Title VII/IX
- 24 killings motivated by bias in 2015, number rising in 2016 due to Pulse killings
- Access to health care, insured and trained medical staff
- Immigration and Judicial System barriers

[http://www.nytimes.com/2016/07/01/us/the-challenges-that-remain-for-lgbt-people-after-marriage-ruling.html?\\_r=0](http://www.nytimes.com/2016/07/01/us/the-challenges-that-remain-for-lgbt-people-after-marriage-ruling.html?_r=0)

OUT EQUAL  
WORKPLACE ADVOCATES

## LGBT EMPLOYEE SUPPORT

### Policy & Benefits:

- Include in EEO
  - 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



OUT EQUAL  
WORKPLACE ADVOCATES

## WHAT ABOUT TRANSGENDER EMPLOYEES?

### Transition Planning

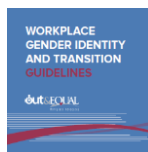
#### Benefits for Transgender Employees

- ▶ Basic health Insurance
- ▶ Transition – full coverage & transition guidelines
- ▶ Time off for medical/personal needs

#### Education for employees

#### Access based on gender identity

#### Review of recruiting/retention processes

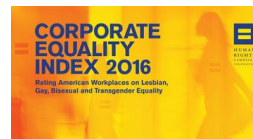


<http://outandequal.org/transition-guidelines/>



## CORPORATE EQUALITY INDEX

- No federal protections
- Corporations have stepped in to fill the gap
- Rating tool
- 100 point scale - policy, benefits and climate
- Recruiting & retention tool
- Sector competition for best talent
- Pushes best practices



<http://www.hrc.org/campaigns/corporate-equality-index>



## LGBT Best Practices (no change for 2017)

- Corporate Equality Index 2016 (14th Year)
  - Fortune 500<sup>®</sup>/other companies (851 companies total)
  - 100% rating on all criteria recognized gold standard (407 companies)

Criteria (2016)	Points	Overall Rating
1a. Prohibits Discrimination based on Sexual Orientation	15	93%/89%
1b. Prohibits Discrimination based on Gender Identity	15	75%/87%
1c. Contractor/vendor standards include SOGI	5	87%
2a. Equivalent spousal/partner benefits	10	64%/93%
2b. Has Parity Across Other "Soft" Benefits for Partners	10	69%/74%**
2c. Offers Transgender-Inclusive Health Insurance Coverage	10	40%/60%
3a. Firm-wide Organizational Competency Programs	10	51%/77%***
3b. Has Employer-Supported ERG OR Diversity Council	10	82%/85%
4. Public Commitment to the LGBT Community	10	56%/57%
- Implement Corporate giving guidelines	5	New criteria
Large-scale official or public anti-LGBT blemish	-25	0 to -25

\*\*Adoption, FMLA-like, Bereavement, Discounts  
 \*\*\*Training (84%), metrics (45%), transition guidelines (330 companies)



## LGBT EMPLOYEE ENGAGEMENT

### “Out” Employees can be good for business

LGBT employees who are “out” at work demonstrate better physical and mental health

Out employees are 20%–30% more productive than their closeted counterparts

	Out Workers	Closeted Workers
Very loyal to employer	70%	60%
Satisfied with promotion rate	64%	48%

<http://www.citytowninfo.com/infographics/LGBT-Workplace.html>



## 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



## OTHER HIGHLIGHTS

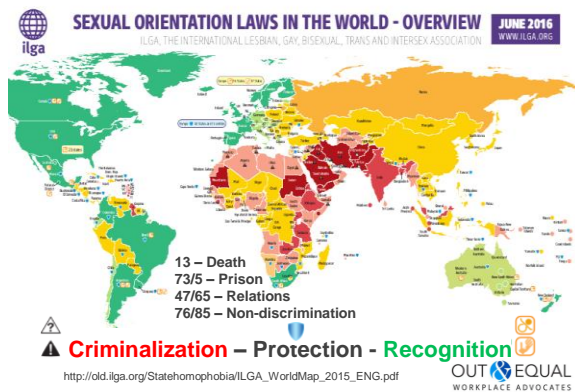
- 54% of CEI companies are global - 95% have global SOGI policies
- If companies offer benefits (such as DP or medical treatments), must offer to all (LGBT and straight/ cis and trans)
- Marriage has resolved many benefit equality issues but risk for many to still come out in states/countries where there are laws prohibiting or not protecting LGBT employees!
- 97% of ERG/BRGs have an exec sponsor - 57% identify as allies
- Use the findings for market research, comparative analysis is sectors
  - Appendix A – Alphabetical 100%
  - Appendix B – Alphabetical (all)
  - Appendix C - Sector Analysis

<http://www.hrc.org/campaigns/corporate-equality-index>



## APPENDIX INFORMATION

Employer	Headquarters Location	13 points										2014 QSR Rating	2015 QSR Rating	Points 2015						
		1a	1b	1c	2a	2b	2c	3a	3b	3c	4									
<b>Telecommunications</b>																				
Alcatel Lucent	Murray Hill, NJ	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	100	100	11
AT&T Inc.	Dallas, TX	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	100	100	11
Cisco Systems Inc.	San Jose, CA	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	100	100	11
Level 3 Communications Inc.	Broomfield, CO	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	100	75	43
QUALCOMM Inc.	San Diego, CA	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	100	100	120
Sprint Corp.	Overland Park, KS	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	100	100	100
Time Warner Cable Inc.	New York, NY	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	100	100	134
T-Mobile USA Inc.	Bellevue, WA	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	100	100	100
Verizon Communications Inc.	New York, NY	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	85	90	16
Motorola Solutions Inc.	Schaumburg, IL	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	80	90	212
CenturyLink Inc.	Monroe, LA	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	75	80	158
Norfolk Networks Corp.	Richardson, TX	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	45	50	50
EarthLink Inc.	Atlanta, GA	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	40	55	50
Highspeed Inc.	Indianapolis, IN	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	30	30	15
Windsor Corp.	Lititz, PA	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	20	15	429



## FREE & EQUAL UN VIDEO



[https://www.youtube.com/watch?time\\_continue=31&v=DvSxLHpyFOk](https://www.youtube.com/watch?time_continue=31&v=DvSxLHpyFOk) OUT EQUAL WORKPLACE ADVOCATES

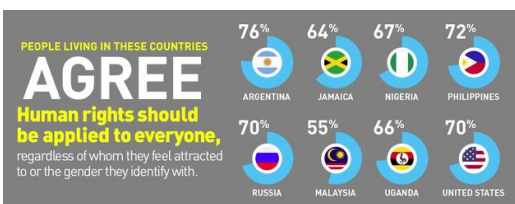
## GLOBAL CONCERNS

Relocation including ability to move family  
 Variable laws for multi-national companies  
 Perception of LGBT as a "Western" influence  
 Research - ILGA-RIWI Global Attitudes Survey 2016

- 31 questions from 96,331 (online) in 65 countries
  - 68% upset if child told them they were in love with someone of the same sex
  - 67% believe human rights apply to all - 62% Africa, 63% Asia, 69% Americas, 71% Europe, 73% Oceania - only 17% disagreeing
  - 65% have no concern if their neighbor were LGB
  - 53% feels being LGBTI should not be a crime, (25% think it should)
  - 39% of UN States criminalize same-sex sexual relationships
  - 32% agreed that same-sex desire is a Western phenomenon
- In the UK, 34% still not come out at work

<http://ilga.org/global-survey-attitudes-lgbti-riwi-logo/> OUT EQUAL WORKPLACE ADVOCATES

## INCREASED ACCEPTANCE



See more results at [globalally.org/research](http://globalally.org/research)  
 Source: ILGA-RIWI 2016 Global Attitudes Survey on LGBTI People in partnership with Logo

OUT EQUAL WORKPLACE ADVOCATES

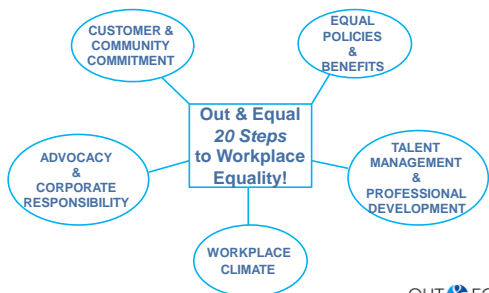
## GLOBAL NON-DISCRIMINATION



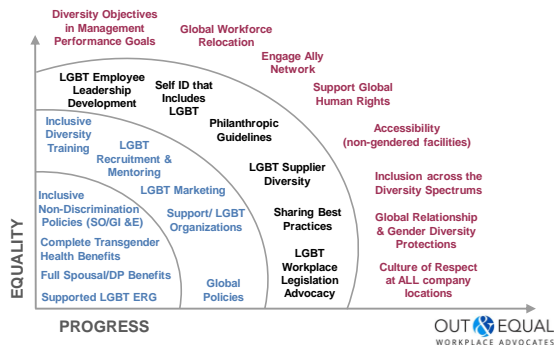
See more results at [globalally.org/research](http://globalally.org/research)  
 Source: ILGA-RIWI 2016 Global Attitudes Survey on LGBTI People in partnership with Logo

OUT EQUAL WORKPLACE ADVOCATES

## FOCUS AREAS FOR AN OUT & EQUAL WORKPLACE



## OUT & EQUAL ADVOCACY FRONTIER



## USING THE SLIDE DECK

Business case development

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



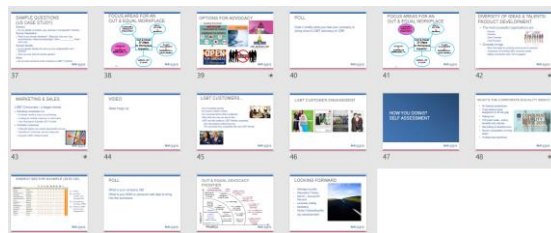
## BUSINESS CASE



## BUSINESS CASE (CONT'D)



## BUSINESS CASE (CONT'D)



## SUMMIT WORKSHOPS

### Transgender

- 10/5 13:30 Beyond the War On Restrooms -- The Workplace in Transition
- 10/5 13:30 Transition in Progress
- 10/5 15:30 The Transgender "Market": How to effectively reach, attract, and better serve transgender consumers.
- 10/6 11:00 Bank of America's Transgender Framework: Improving the Employee Experience
- 10/6 15:30 The Business of Trans+
- 10/7 10:00 Creating Authentic Spaces: a toolkit for trans inclusive workplaces
- 10/7 14:00 Getting Employers to offer complete Transgender Healthcare

### ERG/BRG

- 10/5 13:30 Evolving the Corporate LGBT ERG Model for Franchisees
- 10/5 13:30 Engaging Middle Managers in Driving LGBT Equality
- 10/5 15:30 Doritos Rainbows: A Case Study in ERG / Marketing Partnership
- 10/5 15:30 ERG to BRG: Integrated Inclusive Marketing into Consumer Brands
- 10/5 15:30 Establishing and Running a Global LGBT Employee Network
- 10/5 15:30 Branding Lab - Create Your ERG/BRG Brand to Drive Value!
- 10/6 11:00 Is an ERG only the US phenomenon?
- 10/6 11:00 Who is your 'inclusive' ERG excluding?
- 10/6 15:30 Textual Healing: Forming a Virtual ERG
- 10/7 10:00 Executive Sponsors: Use 'em or Lose 'em
- 10/7 10:00 ERG Immersion Trips-- A Win For Inclusion For Company Executives
- 10/7 14:00 The Value and Influence of LGBT Executive Councils
- 10/7 14:00 GO GLOBAL! 2.0! Adapting your ERG for Growth and Success



## SUMMIT WORKSHOPS

### Recruiting/Retention

- 10/5 13:30 Rainbow Recruiting 2.0: The Next Wave of LGBT Recruiting
- 10/5 15:30 Managing LGBT Mobility in a Global Organization
- 10/5 15:30 Dangerous Business: Sending LGBT Employees to Countries that Criminalize Them
- 10/6 15:30 The Importance of Being Counted: Collecting Sexual Orientation and Gender Identity Data for the First Time in the Federal Government
- 10/7 10:00 Reverse Mentoring and Inclusive Business Results
- 10/7 14:00 How Wells Fargo's LGBT Leadership Program Has Changed Lives
- 10/7 14:00 My THRIVE Song: Transforming LGBTQ+ & Advocate Leadership into Executive Success

### Misc

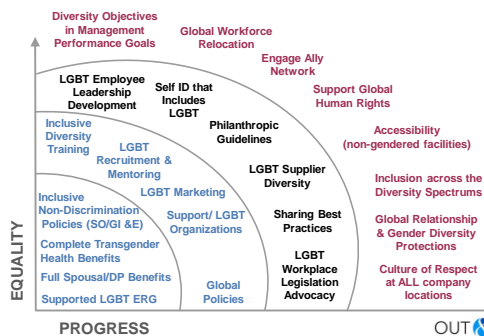
- 10/6 11:00 LGBTQ Marketing: What makes us different? What makes us the same?
- 10/6 11:00 Supplier Diversity: Advancing Equality through Corporate Contracting
- 10/6 11:00 Building meaningful impact through authentic LGBT community partnerships
- 10/6 15:30 LGBTQ Marketing and Race: How one brand reached gay/bi African American men
- 10/6 15:30 LGBT Identity in the Global Corporate Environment
- 10/6 15:30 Boeing and Northrop Grumman Soar Through Community Involvement
- 10/6 15:30 Driving Growth in R&D and Manufacturing via LGBT Inclusion
- 10/7 10:00 Strategic Partnership Creates New Business Values and LGBT Marketing "Buzz"
- 10/7 10:00 Successful introduction of corporate LGBT inclusion in Asia
- 10/7 14:00 Bank of America: Moving From Diversity to Inclusion Through Training
- 10/7 14:00 HRC Foundation's 2017 Corporate Equality Index



## LESSON 4: ASSIGNMENT DEEPER DIVE ON BEST PRACTICES

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## OUT & EQUAL ADVOCACY FRONTIER



## GROUP TRAINING

Each table assigned a topic on the advocacy frontier

1. During lunch as a group, research and create a 3-5 minute presentation on the topic
2. Appoint 2 presenters and an observer (Slides not needed)
3. Rest of group helps prepares presentation and will handle any Q&A
4. Report out due right after lunch
  - ▶ Topic presentation (2 presenters)
  - ▶ Observer's comments



LUNCH  
12:00PM – 1:00PM





**LESSON 4: REPORT OUT  
DEEPER DIVE ON BEST PRACTICES**

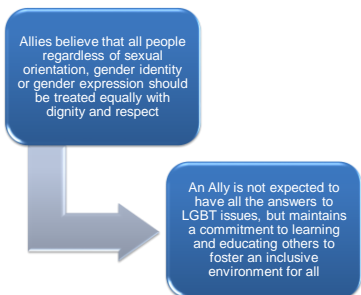
85

What are Allies?  
Providing tools for allies  
Program Development

**LESSON 5:  
ALLIES & ACTION PLANNING**

86

**WHAT ARE ALLIES?**

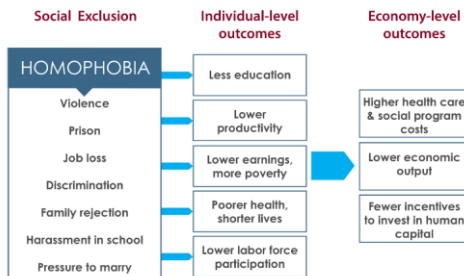


Trey Wingo, co-host of ESPN's SportsCenter

**ALLY CONTINUUM IMPACT**



**THE IMPACT**



**HOW DO WE CHANGE?**

- ▶ First response
  - ▶ What we think
  - ▶ What we feel
  - ▶ What we do
- ▶ How to Change
  - ▶ Personal
  - ▶ Interpersonal
  - ▶ Institutional
  - ▶ Cultural

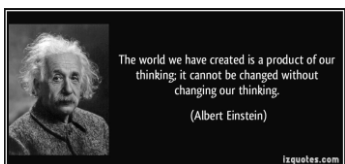




## SOME GUIDELINES

### For changing your thinking...

- Thoughts may come up but change how you react
- Anyone you meet could be LGBT or heterosexual
- Picture the whole person
- Educate yourself
- How a person looks doesn't reflect how they feel
- Don't assume that LGBT people are suffering
- Recognize the intersections and similarities of prejudice



## THEN WHAT?

### Looking at changing behaviors/actions....

- Use gender inclusive and non-heterosexist language
- Don't tease, harass or engage in homophobic jokes, comments, slurs
- Don't "out" people
- Think before you speak
- Engage in inclusive practices
- Working from a base that it is about all of us
- What are our common values, hopes, beliefs
- Connecting with sharing and telling our stories/experiences
- Making a connection based on that common ground



## MODEL DISCUSSION CHECKLIST

- Are you actively listening?
- If you ask questions are they open ended to open up discussion?
- Do your questions/comments show awareness around LGBT issues?
- How are you reacting to the conversation – feelings?
- What are you thinking during the conversation?
- What was your body language or what were you doing during the conversation?
- What more do I want to know or learn about and why?
- Did you show appreciation for the opportunity to talk?



## 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



## USING THE SLIDE DECK

- 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



## DEVELOPING ALLIES



## DEVELOPING ALLIES (CONT'D)

21	22	23	24	25
26	27	28	29	30



## SUMMIT WORKSHOPS

### Allies

- 10/5 13:30 Global Ally Campaign
- 10/5 13:30 How to Be a Global LGBT Advocate Rock Star!
- 10/5 10:00 Aware – Ally – Advocate: Moving the Bar!
- 10/5 15:30 Strengthening the Work Place with Straight Out Allies - #Out Allies matter
- 10/6 11:00 The Future of Inclusion - How Millennial Allies Can Make a Difference
- 10/6 11:00 Gamification of allies to increase engagement with Bank of America
- 10/6 15:30 GOAL: Unleashing Your Organization's Fullest LGBT Allies Potential
- 10/7 10:00 Expanding allies beyond LGBT – leveraging intersections and sharing successes
- 10/7 15:30 Winning by Uniting Businesses, Allies and Families for LGBTQ Fairness



What are the differences  
Toolkit for Trainers

## LESSON 6: TRAINING & FACILITATING

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## A TRAINER IS...

- **Somebody who teaches something:** such as a sport or a practical skill
- **Training is about the acquiring of skill:** the process of teaching or learning a skill or job



## A FACILITATOR IS...

- **Somebody who enables something to happen:** such as helping a group accomplish a task
- **Facilitating is about making things easy:** providing appropriate structure and group processes



## WHAT YOU NEED TO KNOW...

- **Teaching**
  - What do you want them to learn?
  - Keys to teaching a class
  - Determine if you achieved your objectives
  - What kind of a teacher are you?
- **Facilitating**
  - Why are you having the discussion?
  - Keys to facilitating a discussion
  - Determine if you achieved the objectives
  - What kind of facilitator are you?



## TEACHING ADULT LEARNERS

- Require respect
- Are goal focused
- Are self-directed
- Have life experiences
- Are short on time



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## ADULT LEARNING STYLES

- Visual
- Auditory
- Kinesthetic



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## Training Goals/Objectives

- Audience - who is the target
- Behavior – what is expected
- Conditions - under what conditions will the learner be expected to demonstrate her knowledge



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## ORGANIZING YOUR TEACHING

- Content
- Get them involved (20%/80%)
- Delivery/Team Teaching
- How do you know they learned?



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## WHAT KIND OF TEACHER ARE YOU?

- Authoritative
- Demonstrator
- Facilitator
- Delegator



<http://frcweb.ftr.indstate.edu/tstyles3.html>

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## WHEN TO USE FACILITATION

### Facilitate when:

- You can remain neutral and objective
- The group empowers and accepts you as facilitator
- The group agrees to follow ground rules consistent with your values

### Don't facilitate when:

- You are too emotionally involved to be objective
- The group does not want facilitation
- The group does not agree to acceptable ground rules, or you feel you must violate your values



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## FACILITATING GROUPS

- Develop **Ground Rules** for the Group
- Use the **Values and Strategies** of Skilled Facilitation
- Develop a facilitator's **tool kit** and use it!
- Know when and how to **intervene** in group process



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## A FEW KEY TOOLS

- Listening for Understanding
- Changing the situation (Advocacy or Inquiry)
- Creating our thoughts (Ladder of Inference)
- Breaking the cycle (Diagnosis-Intervention)
- Finding Level of Agreement (5 finger tool)



*"We cannot solve our problems with the same level of thinking that created them."*  
ALBERT EINSTEIN

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## TYPES OF LISTENING

### LISTENING for Debate

- Accept nothing at face value.
- Listen for errors and flaws.
- Plan your rebuttal.
- Talk more than you listen.



### LISTENING for Understanding

- Accept what is said at face value as true for the giver.
- Listen "For" their story, without judgment.
- Hear advocacy as an opportunity to deepen understanding.
- Listen more than you talk.

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## BALANCING INQUIRY & ADVOCACY

### Inquiry...

is about asking and understanding **why other people hold the views they do.**

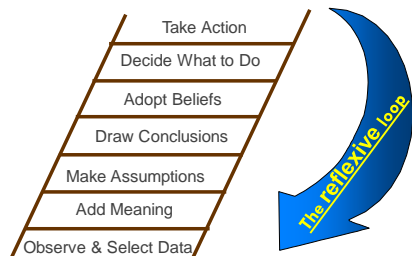


### Advocacy...

is about trying to convince people to **believe your way of thinking.**

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## THE LADDER OF INFERENCE

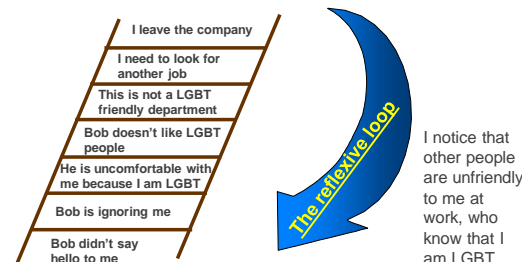


Data Available to Me

Adapted From: Peter Senge (1994). *The Fifth Discipline Fieldbook*

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## EXAMPLE

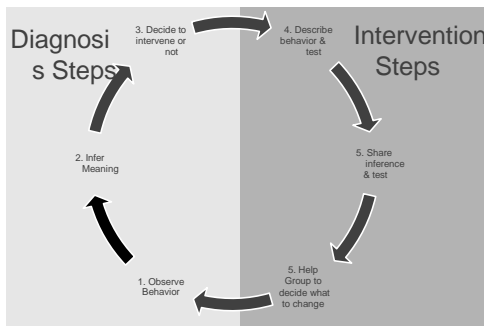


The General Manager, Bob, walks by me in the hall and says nothing

I notice that other people are unfriendly to me at work, who know that I am LGBT

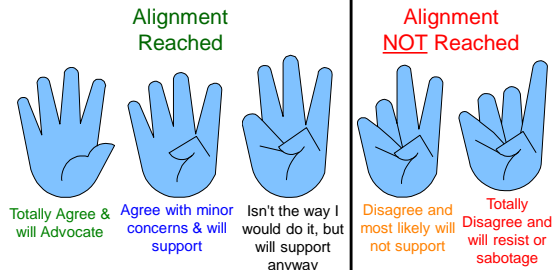
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## DIAGNOSIS-INTERVENTION CYCLE



Source: Schwarz, Roger (2002). *The Skilled Facilitator*. San Francisco: Jossey-Bass. **OUT EQUAL** WORKPLACE ADVOCATES

## LEVEL OF AGREEMENT TOOL



Source: Terry Hildebrandt

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## WHAT FACILITATING SKILLS DO YOU USE?

- Engaging – encourage inclusion
- Informing – provide information
- Involving – group participation & learning
- Planning – create plans



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## ANSWERING QUESTIONS

- Listen & Clarify
- Explain (use data if possible)
- Use stories to expand understanding
- Never bluff the answer
- Staying positive
- Stay with workplace impact
- Find out the answers



Frequently Asked/Tough Questions

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## TRAINING OR FACILITATING EITHER WAY – GET FEEDBACK

- Build feedback into all of your meetings
- Use metrics when it makes sense
- Help the group to learn
- Be open to change
- Be compassionate and forgiving



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## SUMMIT WORKSHOPS

### Training Skills

- 10/5 15:30 How can technology foster and accelerate an inclusive organization?
- 10/6 11:00 Beyond the Blame Game: Religion and LGBT Inclusion at Work
- 10/7 10:00 Finding Joy in Diversity: Many in Body, One in Mind
- 10/7 10:00 Visual Media in Diversity & Inclusion Learning and Development
- 10/7 10:00 Internalized Oppression, Domination, and Social Change
- 10/7 14:00 Promoting Equality - What We Are Doing and What You Can Be Doing
- 10/7 14:00 Outward presentation: Executive presence meets authenticity
- 10/7 14:00 Bank of America: Moving From Diversity to Inclusion Through Training

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BREAK – 15 MINUTES



  
 Telling your story  
 LGBT Current Issues  
 Teaching the LGBT Diversity Course  
**LESSON 7:**  
**WHAT ELSE YOU NEED TO KNOW**

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**WHAT DO STORIES DO...**

- Talks about being human
- Often involving problems or adversity
- Ends with resolution
- Moves listeners and tellers
- Supports concept training
- Provides a space where it is safe to open up






**WHEN DO YOU TELL YOUR STORY?**

- **Hearing the story - Adding to the training**
  - Explains complicated concepts/facts
  - Gain a deeper understanding
  - Puts a face to the issues
- **Telling the story – Checking your comfort level**
  - Changes the level of details
  - Maintaining credibility as an instructor
  - Telling the story with blame or anger




**EVALUATING YOUR STORY...**

- Think back to a key story related to being LGBT or an ally
  - Where were you?
  - What was happening?
  - Why was this story important to you?
  - Remember all the details
  - Imagine it happening right now
- What changed in you from that experience?
- Was there some other way you would have liked it to end?
- How you would handle that situation now?

**TELLING YOUR STORY**



- Rehearse your story beforehand
- Absorb the story until it becomes second nature
- *Don't* try to memorize instead, *picture* the story
- Practice your story with a "mirror"
- Techniques:
  - Vary tone, pitch, and volume of your voice
  - Vary speed, rhythms, articulation (smooth or sharp)
  - Use silences and gestures
  - Pay special attention to beginnings and endings



## KNOW YOUR AUDIENCE!

What are the characteristics of this audience

- ▶ Execs
- ▶ HR
- ▶ ERG/BRG members
- ▶ Middle managers
- ▶ Employee
  - What's most important to them?
  - What do you want to change for them?

What kind of stories will you tell them?

What facts would be helpful?

How do you know when you have been successful?



## KEY POINTS

- Analyze your audience
- Basic message the same
- Build on what they need
- Create “us” moments
- Tell your story
- Balance with facts/data
- Find ways to engage the audience (common thread with audience)
- Leave them wanting more



## SUMMIT WORKSHOPS

### Story Telling

- 10/6 11:00 Making the Business Case for Older LGBT Adults in the Workplace
- 10/7 10:00 Visual Media in Diversity & Inclusion Learning and Development
- 10/7 14:00 LGBT & Disability Narrative Imperative in Television, Film and Advertising



## KEY COMMUNICATION POINTS

- ▶ 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



## PUTTING IT INTO PRACTICE

- At your table – assign two speakers and rest of group observes (have someone be the “official” observer and take notes)
- Observer reads the scenario and assigns the role and outlines the topic to provide a teaching/coaching opportunity
- Two speakers role play the discussion
- Get feedback from the observer table
  - 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**



## KEEPING CURRENT





## TOP LGBT ISSUES IN 2016

1. Presidential Elections in the US
2. Global LGBT findings from UN/Global research
3. Healing from Pulse attack/new levels of awareness
4. The Equality Act passage in the US
5. Responding to accessibility/religious freedom challenges
6. Legal challenge to Title VII/IX EEOC rulings by states
7. Implementing Transgender Military Service ban
8. Bullying/Suicide
9. WPATH criteria applying to gender fluid
10. More?



## KEEPING CURRENT



## THE HUFFINGTON POST

INFORM • INSPIRE • ENTERTAIN • EMPOWER



## SUMMIT WORKSHOPS

### Key Issues

- 10/5 13:30 How to Make Your Workplace More HIV Friendly
- 10/6 15:30 Navigating the Financial Landscape: An introduction for LGBT employees



## O&E TRAINING PROGRAM



## O&E TRAINING PHILOSOPHY

- Strengths-based
- Positive approach
- Employee engagement
- Beyond LGBT
- Using personal stories



## USING THE TRAINING MATERIAL

- Get comfortable with the material
- Discuss plans/objectives with ERG/BRG or HR/D&I
- Create events to share the materials
  - Lunch & Learn
  - Diversity Moments/Topics
  - Ally Development Programs
  - Training for key sectors
  - Incorporate into new hire/management training
- Reach beyond HQ and all sectors of the business



## OUT & EQUAL RESOURCES

What We Offer

**Town Calls** <http://outandequal.org/town-calls/>

Live, hour-long webinars every month with guest speakers on current LGBT topics. The presentation slides from these sessions are available on the Town Call Archive.

**Global Webinar Series** <http://outandequal.org/global-webinar-series/>

Live, hour-long bi-monthly country specific webinars with guest speakers on current global LGBT topics. The presentation slides from these sessions will be available on the Global Webinar Series archive.

**On-Site Training** <http://outandequal.org/on-site-training/>

Our best will train your company in person.

**Virtual Summit Series** <http://outandequal.org/virtual-summit-series/>

Live webinars and archived recordings of classes on a wide range of topics from our Workplace Summit over the years.

**Toolkits & Guides** <http://outandequal.org/toolkits-guides/>

Videos, books and research papers to enhance your understanding of LGBT workplace issues.

<http://outandequal.org/university/>



## PLANNING



- Complete Train The Trainer
- Take other courses (Summit/OEU)
- Sign Statement of Agreement
- Sign up for Trainer's Network Orientation (live on Oct 18 at 10am Pacific or listen to the podcast after that date)
- Join the Trainer's Network on the community pages
- Explore resources on web and on trainer's network
- Find a training partner and get started
- Send in quarterly reports



Summary  
Take Away Reviews  
Question & Answers

### LESSON 8: CLOSING

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## REVIEW

- Cultural Competency
  - Sexual Orientation
  - Gender Identity
  - Heterosexism
  - Homophobia, Biphobia, Transphobia
- The Business Case
  - Policies & Benefits
  - Transgender Employee Support
  - Employee & Customer Engagement
  - The Advocacy Frontier
- Allies & Action Planning
  - Ally Continuum
  - Coming Out as an Ally
  - 20 Steps to an Out & Equal Workplace

Current Building Bridges deck is from March 2016 (online OEU course)!



## TRAINING DISCUSSION

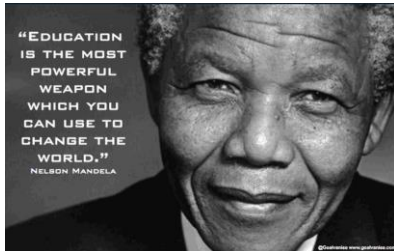
Partner Discussion

- Why did you take Train the Trainer today?
- What do you see as the #1 issue for LGBT employees?
- How can you use the information from today to address that issue?
- What are the first three steps you need to do to implement this training or get this information into your workplace?
- What else do you need to move forward with this plan?



## QUESTIONS & COMMENTS





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THANK YOU!

## COURSE EVALUATIONS

WIN 1 Southwest Voucher (each day of the Summit) – Fill it out to enter!

Pat Baillie, Director of Training and Professional Development  
pbaillie@outandequal.org, 415-694-6521

Daniel Lawrence Smith, Director of Education Strategy  
dsmith@outandequal.org, 415-694-6508

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