



Summit Orientation Course
Dolphin, WDW – Orlando, FL



BUILDING BRIDGES/GLOBAL

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- Welcome
- Overview
- Goals
- Diversity Exercise
- LESSON 1:**
- INTRODUCTION**

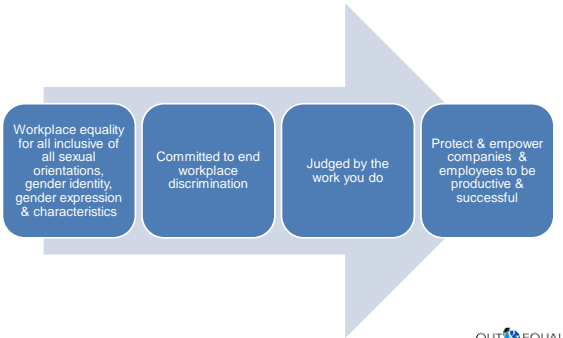
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PROGRAM OVERVIEW

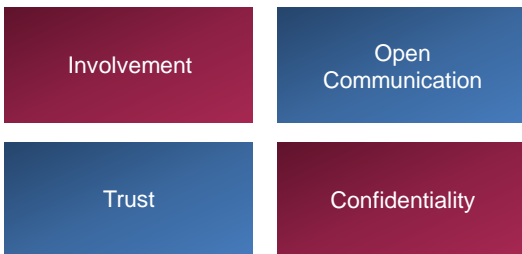
- Introduction
- LGBT Cultural Competency
 - › LGBT- Lesbian, Gay, Bisexual & Transgender
 - › Concepts & Terminology
- LGBT Workplace Issues
 - › The Impact of Equality in the Workplace
 - › LGBT Equality In Your Organization
- Allies/Applying Key Principles



WHO WE ARE



PROGRAM PRINCIPLES



GLOBAL LGBT GUIDELINES

- Cultural variations in understanding of Sexual Orientation & Gender Identity
- Actual words "gay," "lesbian," or "LGBT" not used uniformly
- Meanings are continually in flux
- By talking about LGBT rights globally or locally, we are conveying a value that may not shared by all
- Not stop us from talking about rights in an agreed language that is applicable globally
- Civil rights or human rights are recognized as a right
- Stand for the safety, protections and respect for LGBT people globally



INTRODUCTIONS

Name	Organization
Role	Learning Goals
Pronouns He/She/They	



DIVERSITY STAND UP

- Stand up/ raise your hand if you:
 - Were born before 1975
 - Grew up in a city
 - Both parents worked
 - Graduated college
 - Grew up in family where more than English was spoken
 - Considered a minority in your country
 - Your marriage is recognized in your country
 - Own your own home
 - Know someone who is lesbian, gay, bisexual
 - Know someone who is transgender





Bring Diversity to the workplace
 Myths & Stereotypes
 Focusing on the concepts

LESSON 2: DIMENSIONS OF DIVERSITY

DIMENSIONS OF DIVERSITY



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



IT'S JUST NOT NEW...

"Those **blacks** shouldn't be allowed to marry! Marriage is a sacred institution!"

South Carolina, Assistant Commissioner Rufus Saxton comments on the issuance of "marriage rules" for African Americans under General Order Number 8 (August 11, 1865)



IT'S JUST NOT NEW...

"A **Jew** is for me an object of disgust. I feel like vomiting when I see one."

Joseph Goebbels 1940 Nazi reference to Jews



IT'S JUST NOT NEW...

“**Women** in India experience much worse suffering, humiliation and slavery in all spheres than even the untouchables.”

— Periyar E.V. Ramasamy, social activist, politician and businessman in India (1879-1973)



GLOBAL LGBT PERSPECTIVES



Ted Talk (11:55m) - <https://www.youtube.com/watch?v=ivfJh9y1UI>



HOW TO SAY “GAY”

(ENGLISH/FRENCH/SPANISH)

schwul
(German)

Low German word for “sultry, hot, and humid”

Ομοφυλόφιλος
(Greek)

“Same-sex friend”

مثلي
(Arabic)

“to resemble”. For both male and female homosexuals.

aerach
(Irish)

“airy” and “flighty”



HOW DO I SAY "GAY"(CONT'D)

நம்பி (Tamil) "dependent"	гей (Russian) "gay"	hoyw (Welsh) "cheerful"
동성애자 (Korean) "a person with same-sex love"	男同性戀 (Chinese) "male homosexual"	

https://www.buzzfeed.com/krisandres/the-word-for-gay-according-to-12-languages-6qn07utm_term=.fg9Bka8ZV#.mhrq8JpNX



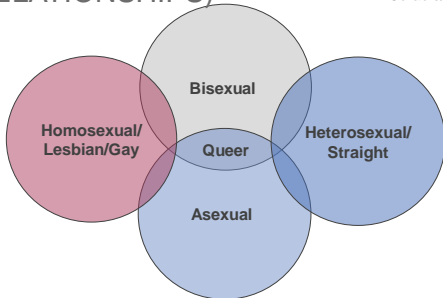
EXPLORING THE CONCEPTS

Sexual Orientation/Relationship Diversity
 Assigned/Birth Sex
 Gender Identity/Gender Diversity
 Gender Expression



SEXUAL ORIENTATION (RELATIONSHIPS)

- Terms to avoid:
- Sexual preference
 - Curable/choice



Based on ©2008 Kelley Winters, QID Reform Advocates

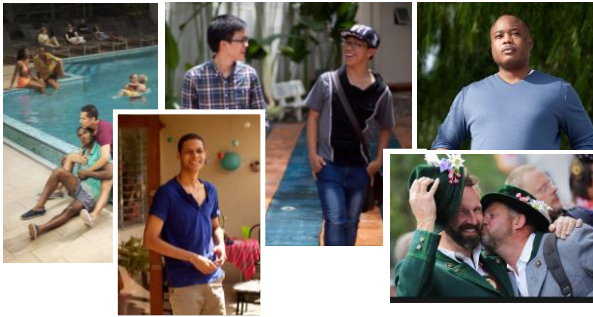


LESBIAN



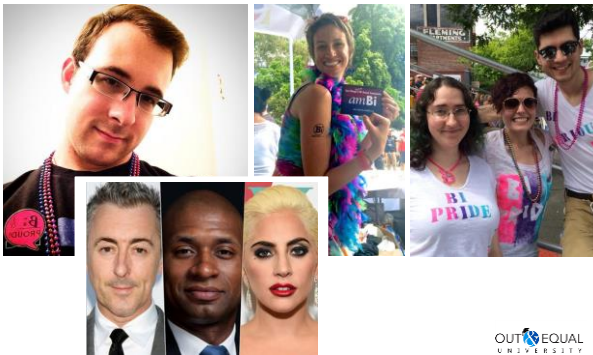
OUT EQUAL UNIVERSITY

GAY



OUT EQUAL UNIVERSITY

BISEXUAL



OUT EQUAL UNIVERSITY

ASEXUAL

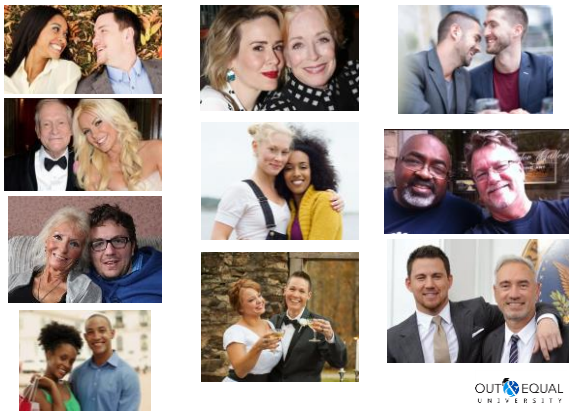


OUT EQUAL UNIVERSITY

HETEROSEXUAL



OUT EQUAL UNIVERSITY



OUT EQUAL UNIVERSITY

WHAT IF YOU SAW A KISS...



OUT EQUAL UNIVERSITY

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)

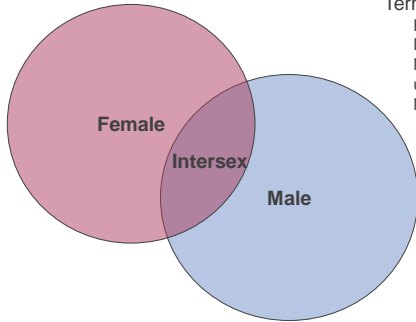
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EXPLORING THE CONCEPTS

Sexual Orientation/Relationship Diversity
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OUT EQUAL UNIVERSITY

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



MATCHING CHECK

Select the correct letter next to each term!

	Term	Definition
D	1. Assigned/Birth Sex	a) Feels love, affection, and sexual attraction regardless of gender
E	2. Heterosexual/Straight	b) Feels love, affection, and sexual attraction to persons of the same gender
B	3. Homosexual/Gay/Lesbian	c) Lack of sexual attraction to anyone
A	4. Bisexual	d) Doctor-determined sex of a child as a boy or girl when a baby is born
C	5. Asexual	e) Feels love, affection, and sexual attraction to persons of a different gender

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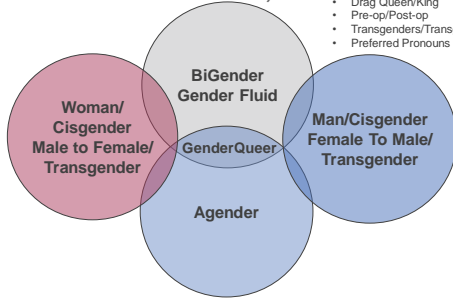
EXPLORING THE CONCEPTS

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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



TRANSGENDER



WHAT DOES IT MEAN TO BE TRANSGENDER?



Transgender is an umbrella term used to describe a person whose self-image of their gender differs from the sex assigned to them at birth, based upon their physiological anatomy.



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



CHANGING GENDER IDENTITY

Legal Documents

- ▶ Birth Certificate
- ▶ Legal Name
- ▶ Drivers License
- ▶ Passport
- ▶ Identity Cards

Life Issues

- ▶ Marriage
- ▶ Parenthood/Custody
- ▶ Health Insurance
- ▶ Employment Records
- ▶ Education Records
- ▶ Bank and Tax Records
- ▶ Credit Bureau
- ▶ Contracts



MILLION DOLLAR / EURO / YEN QUESTION



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)

<http://itspronouncedmetrosexual.com/2011/11/list-of-cisgender-privileges/>

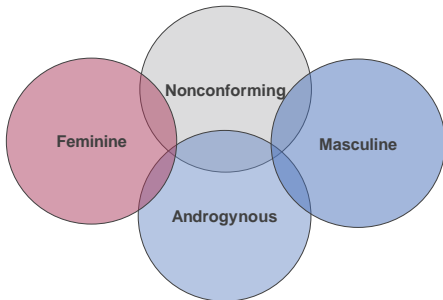


EXPLORING THE CONCEPTS

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 Gender Expression



GENDER EXPRESSION



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



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HETEROSEXISM

- ▶ Attitudes, bias, and/or discrimination in favor of opposite-sex sexuality and relationships
- ▶ Presumes that other people are heterosexual
- ▶ Assumes opposite-sex attractions and relationships are the only norm
- ▶ Examples:
 - Do you have a husband/wife?
 - I can spot someone who is LGBT
 - Thinking all parents are heterosexual

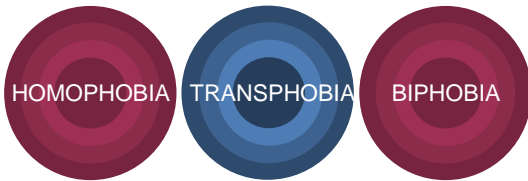


CIS-SEXISM

- ▶ Attitudes, bias, and/or discrimination in favor of individuals who's assigned birth sex and gender identity are the same
- ▶ Presumes that other people are cis-gender
- ▶ Assumes cis-gender identification is the only norm
- ▶ Examples:
 - Ever think about what restroom to use?
 - Would you worry about your privacy when going to the hospital or through TSA at the airport?
 - Are you asked about physical aspects about you by strangers?
 - Have your gender as an option on forms



PHOBIAS



QUIZ

What is the sexual orientation of someone who is transgender?

- ▶ Heterosexual
- ▶ Homosexual
- ▶ Bisexual
- ▶ Asexual
- ▶ Any of the above
- ▶ None of the above



QUIZ

When you first meet someone and expect them to have an opposite sex partner you are:

- ▶ Homophobic
- ▶ Transphobic
- ▶ Heterosexist
- ▶ Homosexist

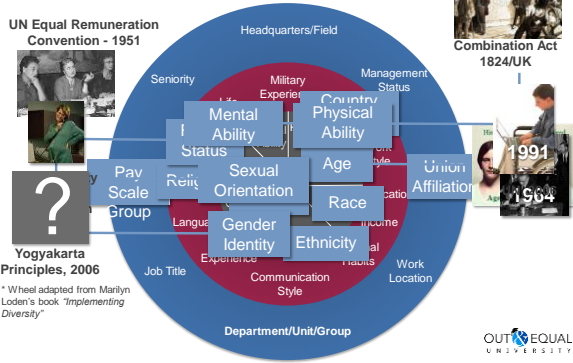


Workplace experience (policy & benefits)
Impact on the workplace

LESSON 3: LGBT WORKPLACE ISSUES

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DIMENSIONS OF DIVERSITY



What's Your History?

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



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

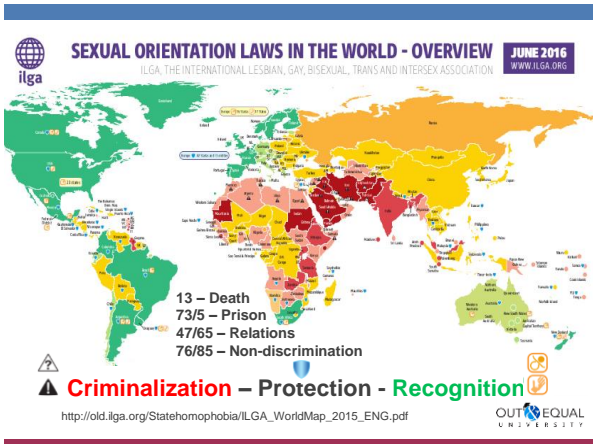


FREE & EQUAL UN VIDEO



https://www.youtube.com/watch?time_continue=31&v=DvSxLHpyFOk

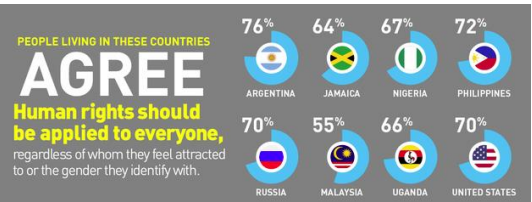




ADVANCES

- **LGB:**
 - US – full marriage equality (court ordered), sexual orientation & gender identity non-discrimination (only by executive order & Title VII), 2016 transgender military service member ban may be lifted
 - Latin America – decriminalize homosexuality, non-discrimination and serve in the military (Argentina, Brazil, Mexico – in the cities!)
 - Ireland – first country to vote for marriage equality
 - Olympics new non-discrimination policies
- **T:**
 - Seven countries providing “Other” on passport, ID, census or voting documents (Nepal, India, Pakistan, Bangladesh, Germany, New Zealand, Australia)
 - Ireland joins four other countries -- Argentina, Malta, Colombia and Denmark -- which also allow the trans community to self-determine gender without undergoing medical treatment or sterilization
 - US allows transgender service members

INCREASED ACCEPTANCE



GLOBALALLY See more results at globalally.org/research
 Source: ILGA-RWI 2014 "Global Attitudes Survey on LGBTI People" in partnership with Logo

OUT EQUAL UNIVERSITY

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/>



GLOBAL NON-DISCRIMINATION



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



WHAT IF YOU WERE LGBT?

• "...you're gay..."



• Safety in invisibility

- Jokes
 - Nearly 2/3 heard lesbian and gay jokes
 - 43% heard bisexual jokes
 - 40% heard transgender jokes
- 70% of non-LGBT employees believe it is "unprofessional" to discuss sexual orientation or gender identity in the workplace
- Across Europe, 47% of LGB people felt they experienced discrimination or harassment because of their sexual orientation.
- 90% of the transgender population experienced harassment or mistreatment on the job, or took steps to avoid it
- Nearly one in 10 LGBT employees left a job because the environment was unwelcoming

<http://www.catalyst.org/knowledge/lesbian-gay-bisexual-transgender-workplace-issues>



CONSIDERATIONS

- Personal Concerns
 - Being out
 - Homophobia
 - Promotions
 - Changing Jobs
 - Working for a Supportive Employer
 - Being Treated with Respect
- Company Concerns
 - Cost Benefit of Being Out at Work
 - Productivity
 - Global Inclusion



GLOBAL DATA

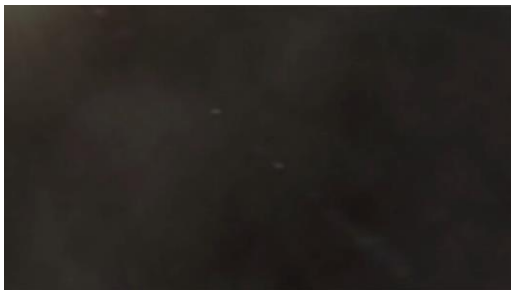
Country	Out to All%
Australia	51%
Brazil	35%
Canada	42%
France	37%
Germany	27%
India	8%
Italy	33%
Mexico	27%
UK	45%
US	38%



2015 LGBT Diversity: Show Me the Business Case Data, OUT Now Global, LGBT 2020



BREAKING THROUGH THE COMPANY CLOSET



<http://youtu.be/EnLEQbUrhZc>



EMPLOYEE EXPECTATIONS...

- Hired based on skill/abilities
- Evaluated based on job performance
- Work hard and get promoted
- Receive full benefits from the company
- Pay taxes/fees at the same rate as all other employees
- Able to care for you family and have secure retirement opportunities after completing a career



WHAT LGBT EMPLOYEES LOOK FOR...

Policies/Legal Protections

- Non-Discrimination Policies for sexual orientation, gender identity and expression (globally)

Benefits

- Example: 1,138 benefits on marriage in US
 - Health Insurance/Tax Equity
 - Full Benefit Package
 - Time-Off Policies including Child Care/Adoption time
 - Full transgender transition benefits
 - Understanding of LGBT issues when dealing with providers



Retention & Performance

- #1 Reason to Leave – negative relationship
- Replace employee costs 150% of annual salary
- Relocation/International Assignments
- Promotion opportunities



Quality Improvement

- Data collected about LGBT Employees
- Ensure safe and positive workplace climate



LGBT EMPLOYEE SUPPORT

- Educate employees on sexual orientation, gender identity and expression
- Look at all programs to ensure inclusion for LGBT employees
- Develop metrics to track success of LGBT employees
- Commit to local and national laws that support LGBT inclusion
- Get involved with the LGBT community



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



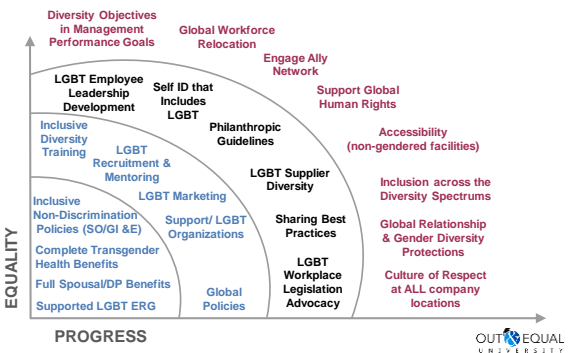
LGBT CUSTOMER ENGAGEMENT



ADVOCACY



OUT & EQUAL ADVOCACY FRONTIER



LOOKING FORWARD

- ▶ Legal Status Globally
- ▶ Global ERG/BRG Networks
- ▶ Reduce Bullying/Harassment
- ▶ Marriage/Family Benefits
- ▶ Relocation Policies
- ▶ Self ID – Marketplace Trends
- ▶ Lavender Ceiling
- ▶ Marketing
- ▶ Ally Development
- ▶ Inclusive Climate
- ▶ Evaluate your workplace
- ▶ Be proactive!



Developing Allies
Changing Climate

LESSON 4:

SITUATIONAL AWARENESS/BEST PRACTICES

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WHAT ARE ALLIES?



<http://youtu.be/Gvy5IETQNU4>

WHY ARE ALLIES IMPORTANT?

- Help to change the workplace
- Speak up to support LGBT workplace equality
- Educate co-workers about LGBT issues

HOW WOULD YOU RATE YOURSELF ON THE ALLY CONTINUUM?



WE ALL COME OUT



WHERE YOU CAN BE AN ALLY?

- Team meeting
- Customer conference
- Phone call
- In the lab
- In your office
- In the break room
- Group lunch outing
- Meeting in the market with your family

**CHANGE ATTITUDES.
CHANGE BEHAVIORS.
CHANGE DIRECTIONS.
CHANGE LIVES.
CHANGE POLICIES.
CHANGE VOICES.
BE AN ALLY.
BE THE CHANGE.**



HOW DO WE CHANGE?

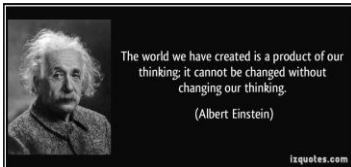
- › First response
 - › What we think
 - › What we feel
 - › What we do
- › How to Change
 - › Personal
 - › Interpersonal
 - › Institutional
 - › Cultural



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



GLAAD Article - http://www.glaad.org/sites/default/files/allys-guide-to-terminology_1.pdf



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 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 the 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?



KEY FINDINGS

Supportive policies/workplace climates linked to LGBT openness

- › Recruitment and retention – larger talent pool
- › Reduce legal costs - Less discrimination
- › Lower health insurance costs - improved health outcomes
- › Increased job satisfaction & engagement
- › Increased creativity/product development perspectives
- › Team Building
- › Expanding customer base
- › Better management/worker/union relations
- › Opportunity to learn more and be an ally to other employees



Review/Summary
Q&A

LESSON 5: 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

PUTTING IT ALL TOGETHER

What are some things you can do to make your company more supportive of LGBT employees?

- ▶ Become LGBT culturally competent
- ▶ Share insights with co-workers and management
- ▶ Provide diversity education for everyone
- ▶ Change policies/benefits to include LGBT employees
- ▶ Support laws for LGBT inclusion
- ▶ Maintain a commitment to personal growth
- ▶ Work to be an ally to someone

USING OUT & EQUAL RESOURCES



WHAT'S YOUR TAKE AWAY?



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QUESTIONS & COMMENTS



“All people regardless of sexual orientation or identity deserve a safe and supportive environment in which to achieve their full potential.”



– Harvey Milk



THANK YOU! EVALUATIONS / WIN PRIZES

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