



# Business Edition

Last updated 8/8/23

## Why is this important?

- In 2021, 375 transgender people were killed around the world.

(Out & Equal Workplace Advocates 2022 )

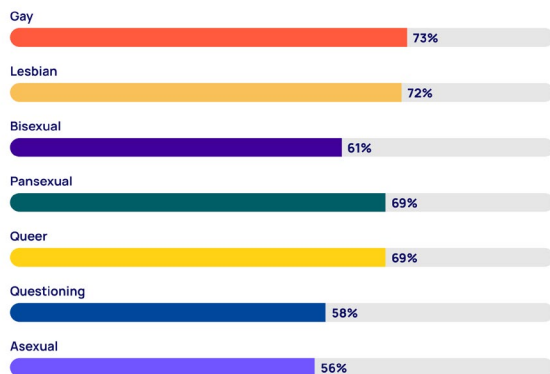
- 70% of transgender people reported experiencing discrimination or violence when using the restroom.

(Hasenbush, A., Flores, A.R. & Herman, J.L. Gender Identity Non-Discrimination Laws in Public Accommodations: A Review of Evidence Regarding Safety and Privacy in Public Restrooms, Locker Rooms, and Changing Rooms.(2018))

- Transgender people of color are up to three times more likely to be living in poverty.

(James, S. E., Herman, J. L., Rankin, S., Keisling, M., Mottet, L., & Anafi, M. (2016). Executive Summary of the Report of the 2015)

### Rates of LGBTQ youth who have experienced discrimination due to their sexual orientation



### Rates of transgender and nonbinary youth who have experienced discrimination due to their gender identity



## 10 Reasons to be Inclusive.

1. You get a variety of different perspectives.
2. Increased creativity.
3. Higher Innovation.
4. Faster problem-solving
5. Reduced Turnover.
6. Higher Engagement.
7. Improved Hiring Results.
8. Make people feel equal.
9. A feeling of equality.
10. Increased profits.



## How can I be inclusive?

Now that you know why it is important to be inclusive and the needs of the LGBT+ community we can discuss some of the ways in which you can be inclusive.

### **Combating Bias**

Bias, or Prejudice, is a tendency to believe that some people, ideas, etcetera, are better than others which usually results in treating some people unfairly. Oppression is related to, but different than bias. Oppression is the use of power by one or more groups against another to push down, take advantage of, and use the systems of a society to make themselves the most powerful and well-off group in society.

In order to combat bias, there are six tips:

## **Combating Bias Continued**

1. Let go of unproductive emotional reactions.
2. Listen
3. Seek more info.
4. Receive your feedback as a gift.
5. Take a new perspective.
6. Integrate new behavior.



Everyone has biases, what is important is to be aware of our individual biases and pay attention to how those might surface in our work.

## **Being an ally**

*Interrogate your surroundings.*

Who is at the table (most importantly who is not)?

*Signal Boost*

Definition: To share (another person's post or other online content) with one's own followers on social media to raise awareness.

It is super important to always credit the original author of the idea.

*Call In, Not Out*

As we have challenging conversations it is important to approach people in a way that they listen to us.

*Use inclusive language.*

Do not assume when referring to people and their pronouns or their family structure.

### **Ten messages you send when you ignore a person's pronouns.**

1. I know you better than you know yourself.
2. I would rather hurt you repeatedly than change the way I speak about you.
3. Your sense of safety is not important to me.
4. Your identity is not real and should not be acknowledged.
5. I want to teach everyone around me to disrespect you.
6. Offending you is fine if it makes me feel more comfortable.
7. I can hear you talking, but I am not really listening.
8. Being who you truly are is an inconvenience to me.
9. I would prefer it if you stopped being honest with me.
10. I am not an ally, friend, or someone you can trust.



### **Ways to make the workplace fair and trans-friendly.**

1. Adopt a nondiscrimination policy explicitly barring mistreatment of LGBT+ people.
2. Ensure equal access to bathroom use.

This may look like an all-gender bathroom, single stalls, or a nondiscrimination policy protecting transgender people when using the restrooms and taking actionable measures against harassment.

3. Check your healthcare plans.

Often Aetna, Cigna, and Blue Cross/Blue Shield cover gender-affirming care.

Also, check if the plans you choose include coverage of gender-affirming care.

4. Make sure staff have proper cultural competency training.

Do not just wait for your perceived first LGBT+ employee.

## Assessing your business

Look at all areas of your business and gauge whether it is affirming; to do so answer the following questions and try to look at them through the lens of an LGBT+ identified person (even if you are not).

### Website

- Is there any information that indicates that the business is inclusive?
- Is the wording on the website consistent with language solely engaging the gender binary?

### Resources

- Do these images depict diverse types and appearances of people?
- Look at your business's nondiscrimination policy- is the wording inclusive?

- How do you greet customers? Do you assume honorifics?
- Is all language inclusive to all family types?
  - For example: Replace “Moms and Dads” with “Families.”

## **Policies and Handbooks**

- Look for explicit protections regarding Sexual Orientation, Gender Identity, and Gender Expression. For Example:
  - “[Business Name] is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.”
- Are there any restroom policies listed?
- Are bathrooms gendered?
- Look at the section on dress code, is it divided by gender? Is it only binary gender?
- Are there any mandates on how a public area or office space visible to the public may be decorated?
- Are there any rules that prohibit LGBT+ symbols?
- Take into consideration your own space.
- The goal is to become mindful of what message your space or the item(s) within may stand for.
- Do you have any materials that show your support of LGBT+ patrons?
- Assess your training and learning materials.

## Employee Documentation

- How would an employee using a different name from their legal name be listed?
- Is this name used on all employee documents within the business's computer system as it pertains to attendance, performance, etcetera?

Once you gather documentation that recognizes the areas in which your workplace is already inclusive as well as areas in which there is minor or significant room for improvement, it is time to begin the process of creating and implementing changes.

## Assessing yourself

There are also questions that you can ask yourself to evaluate whether you are a safe person. In order to check some of your beliefs please answer the following questions:

1. If someone were to come out to you as LGBT+, what would your first thought be?
2. How would you feel if your child came out as LGBT+? How would you feel if your parent came out as LGBT+?
3. Would you frequent a Doctor if you thought they were LGBT+?
4. Have you been to an LGBT+ social event, march, or worship service? Why or why not?
5. Can you think of 3 historical figures who are LGBT+?
6. Have you ever laughed at or made fun of LGBT+ people?
7. Have you ever stood up for an LGBT+ person being harassed? Why or why not?



8. If you do not identify as LGBT+, how would you feel if people thought you were LGBT+?

Another great resource for checking some unconscious biases that might exist is an Implicit Bias Test created by Harvard University:

<https://implicit.harvard.edu/implicit/selectatest.html>

## Resources

### **The LGBT Center of Greater Reading programs & services:**

1. Free Counseling Services
2. Professional Development Training
3. Support Groups (Veterans, Parents, Youth, Spirituality, Gender Diversity, Networking, Gaming, Hiking, & more.)
4. Reference and Referral
5. Advocacy
6. Free Care Coordination (Name Changes, Access to necessities, Housing, Transportation, & more)
7. Food Pantry
8. Transportation Services
9. Drop-in Center
10. Weekly Meals
11. Toiletries & Access to Clothing
12. Computer Lab - Workplace
13. Community Outreach Events
14. Resource Information

## **Other Resources**

Human Rights Campaign. “Marriage Equality Around the World.” 2022.

<https://www.hrc.org/resources/marriage-equalityaround-the-world>

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<https://outandequal.org/striving-for-authenticity-lgbt-views-on-enduring-discrimination-and-expanding-inclusion/>

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<https://www.forbes.com/sites/josiecox/2021/05/24/pride-pays-lgbt-friendly-businesses-are-more-profitable-researchshows/?sh=1bef2dac3d07>



**Feel free to contact us with any questions or concerns:**

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