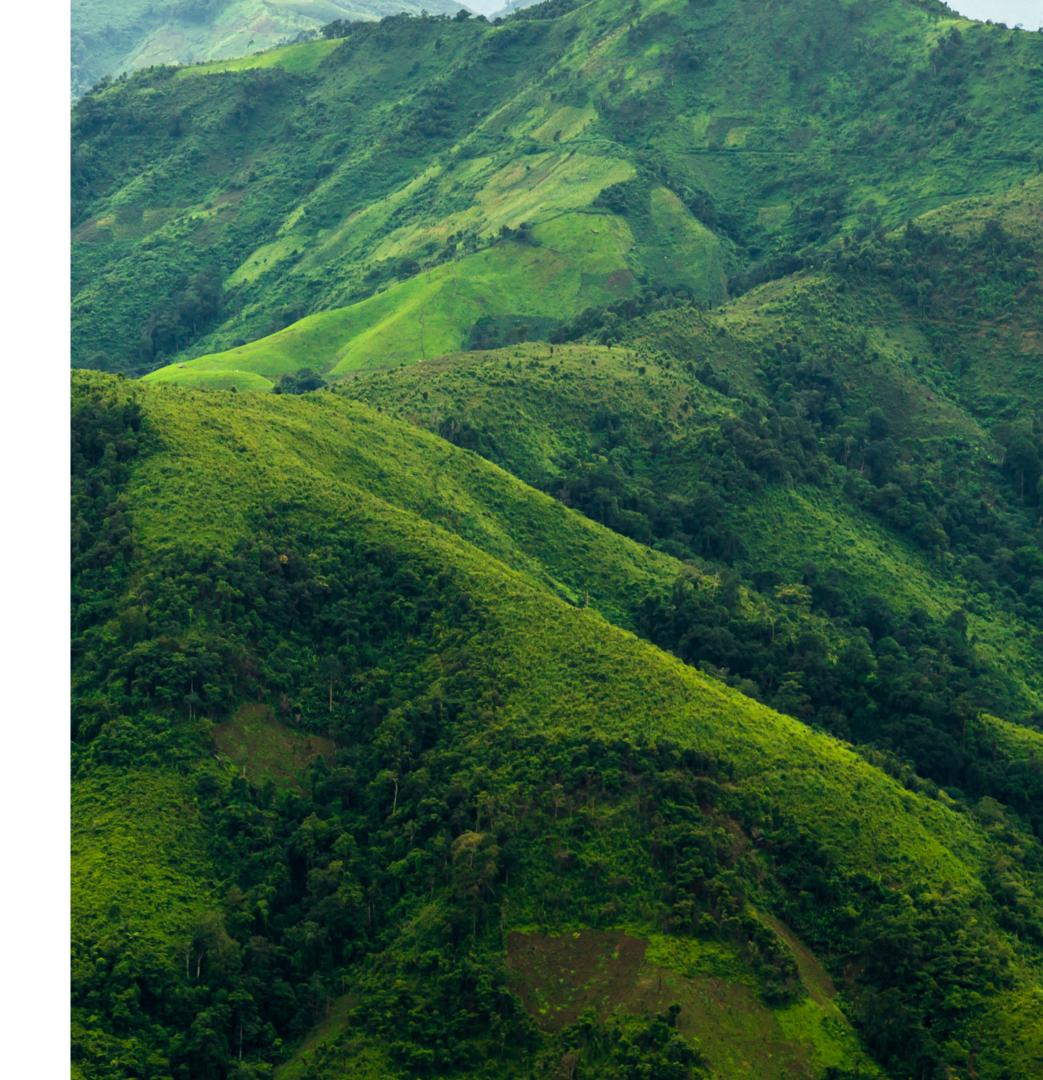


# Topic 4: LGBTQI+ inclusion in the workplace



LGBTQI+ affirmative training module



# Learning Objectives

Learn how to contribute to an inclusive workplace and an understanding of inclusive language.

- Increased sensitivity and awareness
- Skills and strategies



#### Contents

01 02 03 04

Why is LGBTQI+
inclusive language
important for
MCCWA
employees?

What is LGBTQI+ inclusive language?

What does the law say?

How can I be inclusive in the workplace?







Research shows teams with a wide spread of diversity perform best.

This includes diverse sexual orientations, gender identities and sex characteristics.

Benefit # 1 Higher engagement and productivity at work when people feel welcome and supported

Benefit # 2 Increased profit from having a diverse, collaborative workplace

Benefit # 3 Becoming an employer of choice and keeping good staff





# Employees feel included when their direct, day-to-day experience and their perceptions of organization-wide support are positive

#### **Overall inclusion**

#### Personal experience



**AUTHENTICITY** 

Individuals feel encouraged to be themselves and speak up at work.



**BELONGING** 

Individuals feel connected to others at work.



MEANINGFUL WORK

Individuals feel their work is meaningful and valued, and contributes to the company's success.

#### **Enterprise perception**



**ACCEPTANCE** 

Employees value and embrace diversity.



CAMADERIE

Employees have strong bonds and work together toward shared goals.



**FAIRNESS** 

Employees receive equitable treatment and have a fair chance to suceed.



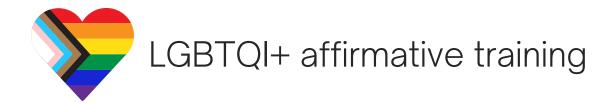


# Inclusive language



Inclusive language is a way of acknowledging and respecting the diversity of bodies, genders and relationships. People express their gender and sexuality in different ways, assumptions based on how someone looks/speaks/acts etc. may not always be accurate. Inclusive language ensures we don't leave people out of our conversations or our work.

This includes both when we are communicating directly with someone, and when describing someone who isn't present. Inclusive language acknowledges the diversity of people we work with and serve.





# Using inclusive language makes a real difference to LGBTQI+ people

#### Our top three tips are:

Tip # 1

If someone discloses to you that they're from one of the LGBTQI+ communities, respectfully ask what terms they use to describe themselves, then use those terms.

Tip # 2

Don't question or make assumptions about someone's gender, sexuality or relationship. Accept and respect how people define their gender and sexuality.

Tip # 3

Use language that acknowledges that we have diverse relationships and families. This can mean using words like 'partner' or 'parents,' particularly when describing groups of people.

## How should I use pronouns?

Pronouns are one way people refer to each other and themselves. For example, most but not all men (including trans men) use the pronoun 'he'.

Likewise, most but not all women (including trans women) use the pronoun 'she'. Some people use a gender-neutral pronoun such as 'they' (e.g., 'Pip drives their car to work. They don't like walking because it takes them too long').



## How should I use pronouns?

If you're unsure what someone's pronoun is, you can ask them respectfully, and preferably privately. Share your pronouns and ask theirs. Use a question like 'Can I ask what pronoun you use?.' Do not ask 'What pronoun do you prefer?' A person's pronoun and identity are not a preference. Instead, just ask what pronoun they use.

Nice to meet you! I use He/Him pronouns. Can I ask what pronoun you use?

Nice to meet you as well! I use they/them pronouns.



## How should I use pronouns?

Some people's pronouns may be context-specific. For example, someone might not use their pronoun in a particular environment or around particular people because they do not feel safe or comfortable to do so.

If you haven't asked their pronouns yet, use their name every time. "Alex is here to check out the office. Alex have you been anywhere else today?".



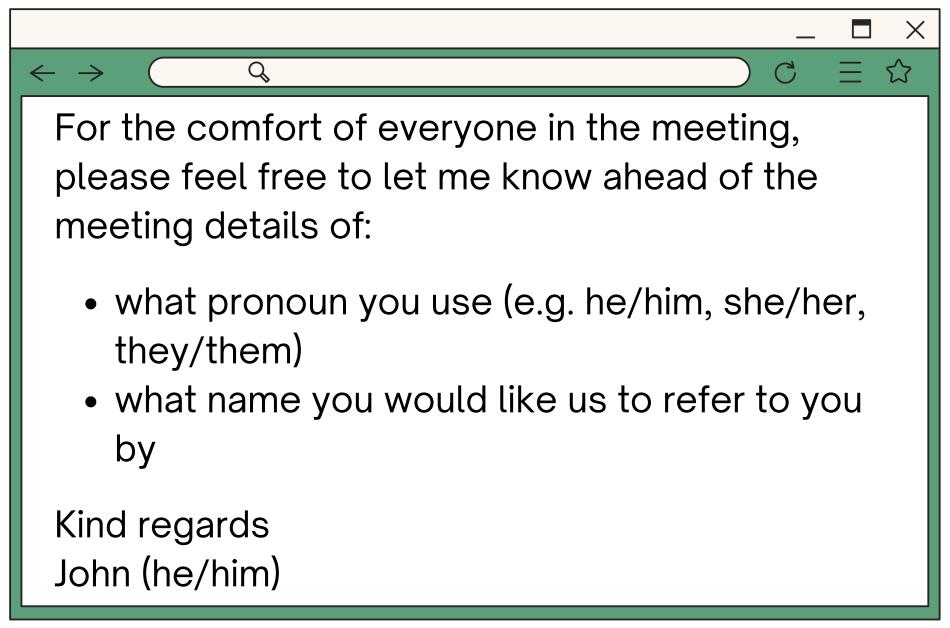
# I do a lot of my work by phone. What should I keep in mind?

Remember, the sound of a person's voice isn't a reliable indicator of their gender particularly on the phone. Do not address someone on the phone by gendered terms such as 'madam' or 'sir' if you don't know their gender. Ask and call them by their name.



# How do I ask for pronouns when meeting new people for the first time?

You can use a friendly tone in your email invitation.





#### What terms should I avoid?

You should always avoid LGBTQI+ terminology being used in a derogatory way, e.g. the word 'gay' when used in a negative way to refer to a situation or event unrelated to sexuality. You should not use words you've heard being used to put down or attack LGBTQI+ people.



### What if I make a mistake?

People may worry that they will offend or be embarrassed if they use the wrong term, name or pronoun, particularly for trans and gender diverse people.

It's important to try to use respectful language and some mistakes are understandable, particularly when you are learning. If you make a mistake, apologise promptly and move on. Don't dwell on it, and don't give up – keep trying to get it right.

Repeated mistakes indicate a lack of respect, and can be very distressing. If it continues or is deliberate, it could constitute bullying or discrimination which is unlawful.



## Don't ask if you don't have to.

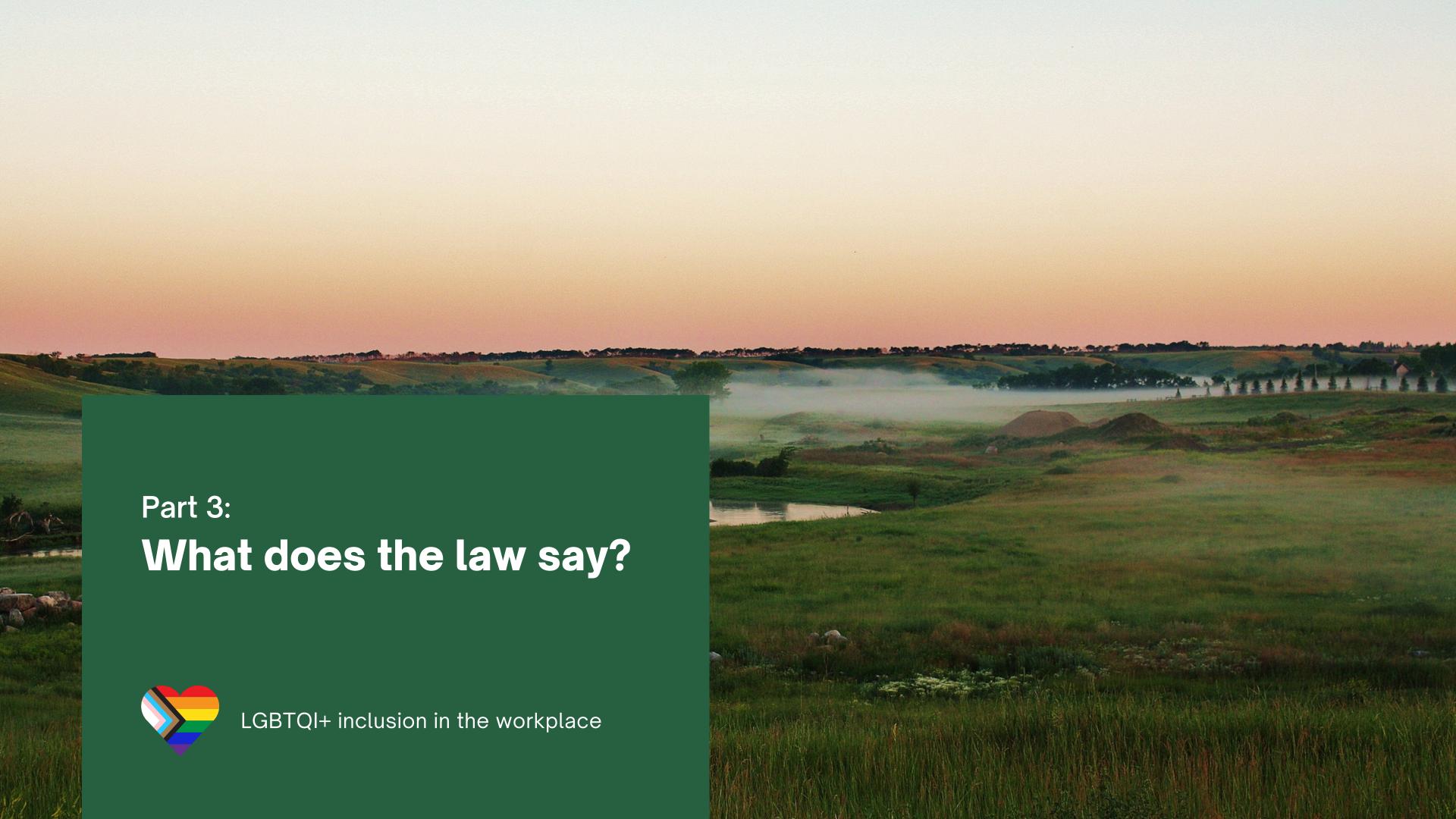
We all have a right to privacy. We should only have to bring as much of our private selves to work as we want to and feel safe doing. Allow yourself to be led by how someone talks about themselves, their family and their relationships. Ask or be guided by them about who to share this information with.

Often LGBTQI+ people from different cultures or faith traditions have different family or workplace traditions around disclosure or 'coming out'. Do not assume every person who may be comfortable being 'out' in the workplace is 'out' in other settings – people have the right to disclose about their sexuality or gender identity in their own time and on their own terms.



# Practice makes perfect, so keep on trying.

No one will get the language right 100 percent of the time for 100 per cent of people. The important thing is to keep trying and if you make a mistake, quickly apologise and continue the conversation.



# Discrimination is not just wrong, it is against the law.

In Western Australia you must not discriminate against someone because of their sexual orientation, gender identity or lawful sexual activity. The Equal Opportunity Act also has a 'positive duty' to make sure that organisations prevent discrimination happening in the first place, rather than responding after a complaint has been made.

The Western Australia Equal Opportunity Act also includes sexual orientation as a prescribed attribute, protecting LGBTIQ people from discrimination in employment, education, accommodation and the provision of goods and services.







### Actions you can take



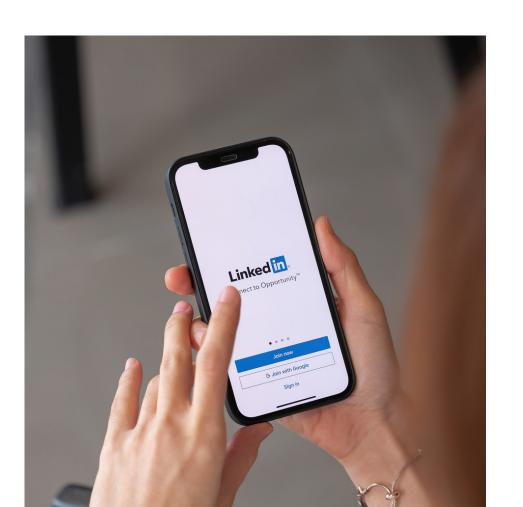
#### **Action Step 1**

Visual signals, like ally ship stickers and rainbow lanyards, can have a big influence.



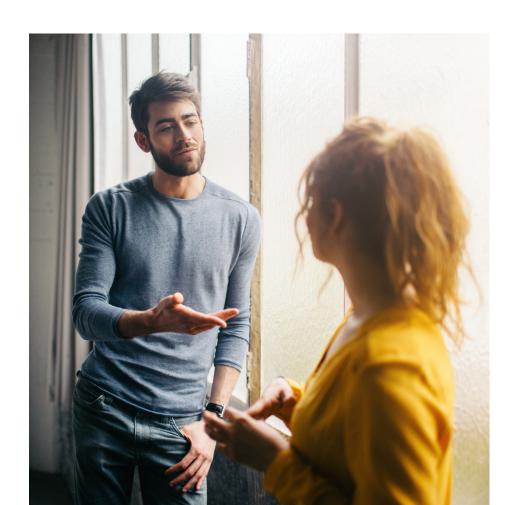
#### **Action Step 2**

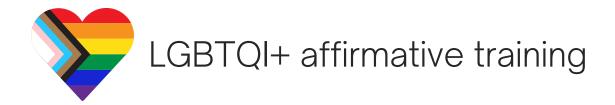
Include visual signals and pronouns in your email signature and social media accounts.



#### **Action Step 3**

Use gender neutral and inclusive language in conversations.







# What to do when you see/hear discriminatory behavior at work?

#### Follow-Up

Ask to chat with this person and then let them know what you've noticed and give an example.

#### Relate In

When giving feedback, relate-in to this person: "I used to mess this up all the time and while it took some practice at getting better, I've noticed people feel more at ease around me now."

#### Strategize

Talk with another staff member about how to respond in the moment to the negative comments. Come up with a response that feels appropriate and try it out the next time this person makes a comment.

#### Delegate

Perhaps you know that you're not willing to connect with this person directly. Find someone who would be and support them approaching this person.

LGBTQI+ inclusion in the workplace



You have completed:
"Topic 4:
LGBTQI+ inclusion in the workplace"



LGBTQI+ affirmative training module



# Congratulations! You have successfully completed the LGBTQIA+ Training Module To validate your training you must complete the quiz at this link:

https://forms.gle/j4Sqf4J4bXF96fnq7