



**Can we talk about
all that “gay stuff”
that makes you
really
uncomfortable?**

A “Train the Trainer” exercise in
conducting a workshop to
initiate dialog.

Heather Shaw

hnshaw@lilly.com

Mike Ward

mjward@lilly.com



Answers That Matter.

Out & Equal workshop content overview

- 1. Why are we here today? / Philosophy*
- 2. Pre-"event" homework options*
- 3. Ground rules*
- 4. Workshop premises*
- 5. Word association ice breaker*
- 6. Gender identity and orientation spectrum*
- 7. Pre-"event" homework debrief*
- 8. Case studies*
- 9. Suggestions for presenters*

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Why are we here?

- *Train the trainer: Walk away with a practical, “101” class for diverse workgroups.*
- *To model and participate in a 90 minute, experiential workshop designed to engage conversation on a “taboo” subject in the workplace.*
- *Break the barrier of silence*

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Philosophy behind this workshop/strategy

- *Non-threatening; it doesn't put anyone on-the-spot*
- *Non-judgmental; allows participants to be open and honest in a non-threatening environment*
 - *Designed to start a conversation*
 - *Side-effect: reveals personal stereotypes*
- *Engages participants; Not a "facts dump"; experiential*
- *Participant can get something out of it, no matter where s/he is with the topic and comfort level*
- *It's not the same workshop every time. It changes with the experience and comfort level of the participants*
- *It's the "quickie" workshop*
- *Evolved from Lilly's core value of "Respect for People"*

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Pre-workshop “homework” options

- Have participants review or participate in one of the following:
 - Living a Day in the Closet
 - HRC “A Straight Guide to GLBT Americans”
http://www.hrc.org/about_us/7177.htm
 - Resource Guide to Coming Out for African Americans
<http://www.hrc.org/documents/AfricanAmericanResourceGuide.pdf>
 - Transgender Americans: A Handbook for Understanding
<http://www.hrc.org/documents/TransgenderAmericans.pdf>
 - HRC “The Bible and Homosexuality: A Christian View”
(Depending on venue)
http://www.hrc.org/documents/The_Bible_and_Homosexuality.pdf

Ground Rules

- Actively listen
 - Acknowledge anxiety
 - Have an open mind
 - Respect one another
 - Participate & ask questions
 - Silence cell phones & Blackberries
 - Respect the privacy of personal information that may be divulged
- 🚩 Engage organizational leadership to help ensure this. This is the one ground rule that is out of your direct control during the workshop*

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Workshop premises

- Employees are entitled to their own belief systems
 - We seek to change inappropriate behavior, **not** beliefs or values
 - 🚩 *This is may be a point of contention as you conduct the workshop*
 - 🚩 *Be aware of your own language and biases*
- Seek to create a workplace environment with equal, fair, and respectful treatment of all
 - Build team rapport to increase productivity and workplace satisfaction
- Inappropriate behavior can result from misinformation and lack of exposure to GLBT people, or any other potentially marginalized group
 - Education and experience increases understanding and decreases inappropriate behavior

Ice breaker

Word association exercise:

- Divide into groups
- Write down as many words, thoughts, images and/or phrases as possible that you associate with the words: 'Gay', 'Straight', 'Transgender', 'Lesbian', 'Bisexual', 'Family Values', etc.

Share back to the group:

- The words/thoughts/images you thought of and what are the cultural stereotypes that have led to such preconceptions
- Did exercise heighten self-awareness of internal perceptions
- 🚩 *Be aware of group dynamics as this exercise might illicit strong feelings. Your response is crucial to workshop success*
- 🚩 *Allow accommodation for individuals who might not want to participate in this particular exercise*

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Sexual Orientation: What Science Says

“Human beings cannot choose to be either gay or straight. Sexual orientation emerges for most people in early adolescence without any prior sexual experience. Although we can choose whether to act on our feelings, psychologists do not consider sexual orientation to be a conscious choice that can be voluntarily changed.”

(American Psychological Association)

Concepts – Definitional Spectrum

Sexual Orientation (Romantic/Erotic Response)

Toward Women

Toward Men

Sex (Biological Anatomy Designated at Birth)

Male

Female

Gender Expression (External Presentation)

Masculine

Feminine

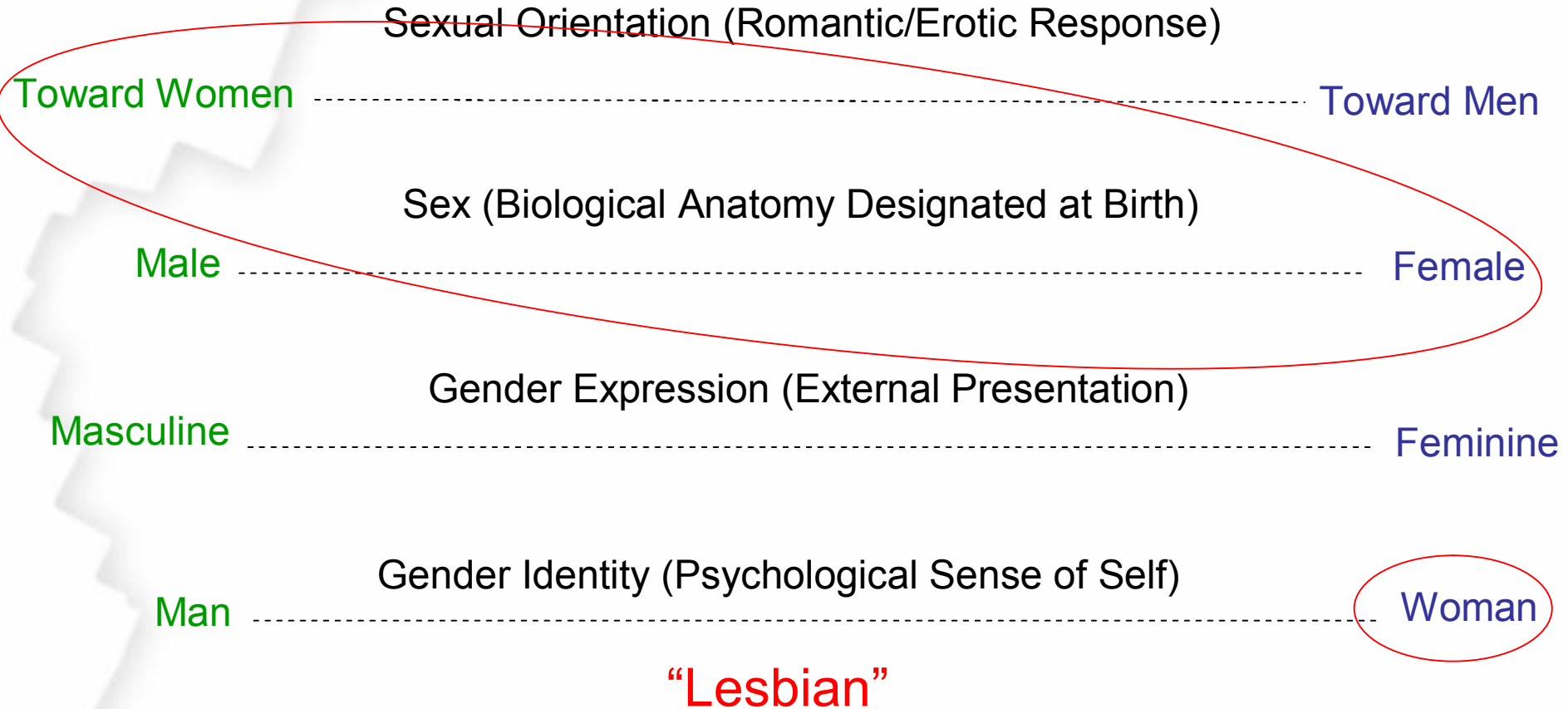
Gender Identity (Psychological Sense of Self)

Man

Woman

“Gay”

Concepts – Definitional Spectrum



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Toward Women

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Gender Identity (Psychological Sense of Self)

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Woman

Transgender – Male to Female

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Homework Debrief

- What did you learn?
- What might you change in your work environment?
- Additional questions if “Day in the Closet” was ‘homework’
 - What was your experience? How much of a toll did “hiding in the closet” take on your overall productivity and “mental state”?
 - What other kinds of unexpected things occurred? (i.e., having to run to an enclave to have a private phone call)
 - What might a heterosexual person hide that can compare to this experience?
 - How can/does this affect productivity and career development?

Case Studies

- Divide into groups of two
- Read & discuss each case study, particularly answering the questions
- Choose recorder & reporter

Sexual Orientation in the Workplace: Case #1

Situation:

I was out of the office sick with the common cold for a few days. When I returned to work, I wasn't 100% better, but feeling was ready to return to work. Walking in the building that morning, I was walking in with a supervisor in my area (not mine, but same department). She asked how I was doing and I told her I was a little under the weather the past few days and still wasn't 100% better. She proceeded to ask me if I had been tested recently. (HIV TEST!) Yes, she knew I was gay, but gay people get the common cold too, and no, it doesn't mean I'm HIV positive.

Questions for your breakout group:

1. What is the impact of the supervisor's stereotyping?
2. Was she vindictive or trying to be thoughtful?
3. What is your reaction to the comment?
4. How would you respond if you were the employee?
5. How would your company respond?

Sexual Orientation in the Workplace: Case #2

Situation:

While in a casual group situation, another employee repeatedly asked me personal questions regarding my marital status – “Are you married?” “When are you going to get married?” etc. It was uncomfortable because I don’t like hiding who I am, but I was not prepared to “out” myself to the entire group.

Questions for the breakout group:

- How could the LGBT employee respond?
- How might this uncomfortable situation been avoided?
- What other groups might not appreciate the same question?

Wrap-up points to remember...

- 🚩 *These are examples we have used at Lilly. You may want to choose your own.*
- Don't assume a person is heterosexual
 - Instead of “Are you married?”, try “Tell me about your family?”
- Create a safe environment and set the tone
 - Avoid sharing inappropriate stories, be sensitive to differences: gay, cultural, racial, etc.
 - Avoid phrases like “gay lifestyle” and “sexual preference”
- Let the GLBT person come out to you
 - Acknowledge disclosure; maintain confidentiality

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Suggestions for presenters

- *Be very comfortable and compassionate about the topic*
- *Be able to accept that participants are at different points on their journeys*
- *Don't be threatened by stereotypes. It is designed to expose stereotypes and "put the moose on the table"*
- *Be ready to adapt to change, tone, and direction of the conversation*
- *Know your personal boundaries and your venue's boundaries on the topic*
- *Be prepared for uncomfortable questions*
- *Ideally, presenters should be LGBT/Ally co-team*
- *90 minutes might not be long enough*

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THANK YOU!

- Answers?
- Questions?
- Ideas?
- Reflections?

Resources

Websites external to Lilly:

- Human Rights Campaign—<http://www.hrc.org/>
- PFLAG (Parents and Friends of Lesbians and Gays)--
<http://www.pflag.com/>
- Lambda Legal Defense--<http://www.lambdalegal.com/>
- Indiana Youth Group---<http://www.indianayouthgroup.org>

Back-up Slides

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Day In the Closet Activity

- Invite colleagues / workgroup to be part of a preparatory exercise in which LGBT and straight workers agree to “be in the closet” for the day
- For example, they cannot mention children, husbands, wives or significant others for the day or talk about anything that reveals aspects of their personal life they would keep secret if they were living in the closet.
- Advise colleagues / workgroup there will be a debrief about the ‘Closet’ exercise and additional dialog about GLBT diversity in the workplace
- 🚩 *Engage area leadership to sponsor, support, and participate in exercise*
- 🚩 *Some employees may not wish to participate in exercise. Respect their position*

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Day In the Closet example invitation

As stated in <Insert Company Name> objectives, we must “Strengthen diversity in our company and better serve the increasingly diverse marketplace in which we operate.” On <Insert Date>, you and a guest(s) (coworker, supervisor, manager, H.R. representative, etc) are invited to <Insert Event Name> for an interactive forum where many aspects of LGBT workplace issues will be discussed.

There is a preparatory exercise for this event. On <Insert Date>, you and your invited guest(s) must commit to living an entire workday “in the closet”. This means neither of you can mention husbands, wives, significant others, children, travel plans, religious observances, or talk about anything that reveals ANY aspect of your personal life you would keep secret if you were hiding your personal life from your coworkers and/or supervisors.

During the <Insert Event Name> on <Insert Date>, we will have a facilitated discussion where you and your guest(s) will have a chance to discuss your experiences “in the closet”, and to share it with others. Topics of discussion will include what it felt like to be in the closet, how successful you were at trying to be in the closet, why many are unable to bring their whole selves to work and the consequences to workplace productivity.

[LinkBackToPresentation](#)

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Suggestions for Communicating with Gay/Lesbian/Bisexuals in the Workplace

- **What do you say when someone comes out to you?**
- Being “out” is generally not an all-or-nothing matter. We all make choices every day about how we share information about our personal lives with others. Some people are not out to anyone at work; some only to other gay and lesbian people; some to almost everyone.
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- For example, when people tell us they are retiring or expecting a baby, it is customary to ask whether that information is public today. The same is true when people “come out.” Individuals are entitled to control their own personal information and announcements. Questions like, “how public is this information?” and “what would you like me to do (or not do) with it?” are respectful questions that allow one to act responsibly with others’ personal information, and it is a good idea to ask these questions when someone comes out to you.
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- Sometimes people worry that a conversation about someone’s sexual orientation or family will quickly turn into a sexual discussion. Your interest in a gay or lesbian person’s family life is not going to lead to a sexual discussion any more than it would if you asked a heterosexual person about his/her spouse. When someone comes out to you, consider the following:
 - Acknowledge what you have been told
 - Acknowledge the trust required to share that information with you
 - Feel free to continue the conversation
 - Ask about how he/she would like you to handle that information – don’t guess!
- Some common responses that are generally NOT helpful may include:
 - “It’s no big deal!”
 - “I still like you!”
 - “I always kind of knew it/thought it/suspected it, etc.”
- **Assumptions about sexual orientation to re-consider:**
- If someone has been married and/or divorced, he/she is heterosexual.
- If someone has children (or grandchildren), he/she is heterosexual.
- If someone has long hair/short hair/earrings/a wedding ring, he/she is heterosexual.
- If someone is pregnant, she is heterosexual.
- Keep in mind that the above conditions can be true regardless of a person’s sexual orientation.

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Suggestions for Communicating with Gay/Lesbian/Bisexuals in the Workplace (Continued)

What are some tips for dealing with situations when you are a bystander and you hear anti-gay comments, jokes, etc.?

- Ask yourself, “How would I respond if I heard somebody making similar derogatory comments about others based on race, ethnicity, gender, or religion? If I would not tolerate those comments, why would I tolerate these?”
- It is important to confront the person making the inappropriate remarks in a diplomatic fashion, in a way that allows him or her to ‘save face.’ Ask to speak to the individual one-on-one, and begin by saying something like, “I need to let you know that I was offended when you said [X].” Ask the person to imagine the impact that might have on a gay colleague, or parent, or sibling of a gay child, etc.
- Draw the parallel between anti-gay statements, jokes, etc. and racial epithets. Point out that it is counter to the Lilly value of “Respect for People” to use language of that sort.

How to set the proper tone in your workgroup if you are a supervisor

- Your direct reports will follow your lead. It is important to review with them the Lilly value of “Respect for People,” and how denigrating and disrespecting a person or group of people, or treating them as though they are invisible, undermines productivity. Interact with your gay employee in a manner consistent with how you interact with heterosexual employees. If you routinely ask associates about their families, be sure to ask your gay employees too. If you make a point of inviting associates’ spouses to social gatherings, be sure to invite the ‘significant others’ of your gay/lesbian employees as well.

How to talk about non-work situations and activities in a gay-friendly way (e.g., the weekend)

- Interact with gay colleagues in the same way you would interact with non-gay colleagues. If your workgroup routinely shares about non-work activities, inquire about and listen comfortably to your gay colleagues’ activities. When you model comfort and ‘normalcy’ in this way, you can help your heterosexual colleagues become more relaxed and comfortable too.

What should you do if you have a party and want to be inclusive in your invitation?

- Using the words “significant other,” instead of “husband/wife/spouse” is generally considered good practice.

Suggestions for Communicating with Gay/Lesbian/Bisexuals in the Workplace (Continued)

Should you ever ask a person about his/her sexual orientation if you suspect* he/she is gay?

- *(The word “suspect” carries a very negative connotation, as we normally use it when describing an illegal, unethical or other negative activity. It is better to use the phrase “if you think that he/she might be gay.”)
- No, it is inappropriate to put a person on the spot by directly asking. Instead, you can signal acceptance in such a manner that if a person is gay, he/she gets the message that you are accepting, and that is likely safe to divulge his/her sexual orientation to you. Talk positively about a gay-themed movie, book, music, or GLEAM event that you recently enjoyed. Talk about our support of gay civil rights issues, such as the need for federal legislation that prohibits discrimination on the basis of sexual orientation. If you keep business books at your workplace, include gay-themed business books too (be sure you’ve actually read them!).
- Know that it is still up to the individual to decide whether or not they wish to come out, if they are in fact even gay. (Allow for the possibility that you are incorrect.) Do not try to pressure or ‘hint’ so heavily that you create discomfort. “Respect for people” requires that you accept whatever decision the individual makes.

What are some examples of “microinequities” in the arena of sexual orientation?

- (Microinequities are behaviors that, although usually not intended to be hurtful, convey thoughtlessness or a lack of respect toward individuals. Examples are ignoring a person or not listening when a person speaks, routinely making small talk that inadvertently excludes a person or group of people, etc.)
- Heterosexuals enjoy many privileges that they may take for granted. In the workplace, these include such things as displaying photos of one’s significant other/family members; taking/placing personal calls to one’s significant other; bringing one’s significant other to social functions; talking freely about one’s non-work activities that involve the significant other, including using his or her name; talking with co-workers about important events such as wedding anniversaries; bereavement leave; relocation assistance, etc.
- Heterosexuals may not realize that gays (who are out in the workplace) want to talk about these same sorts of situations, and when heterosexuals acknowledge and encourage this, gays will feel more included and engaged.

Sexuality Information & Education Council of the United States

“Sexual orientation is an essential human quality. Individuals have the right to accept, acknowledge, and live in accordance with their sexual orientation, be they gay, lesbian, bisexual, transgender, or heterosexual. The legal system should guarantee the civil rights and protection of all people, regardless of sexual orientation. Prejudice and discrimination based on sexual orientation is unconscionable.”