



# Welcome to Out & Equal's October Town Call

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audio portion of the conference

1-866-740-1260 (U.S. & Canada)

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You are listening to:

["Shaping Lesbian, Gay, Bisexual and Transgender Workplace Equality,"](#)

<http://www.outandequal.org/2009SummitVideo>



# A word from our sponsor...



***Pacific Gas & Electric Company***

**Matt Duncan**

**President, *PrideNetwork***





# Mentoring Transgender Employees to Improve Organization & Team Productivity

Sponsored by:



**Presenters:**

**Jamison Green, Lori Fox**

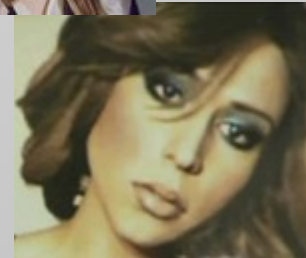
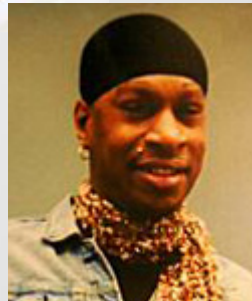
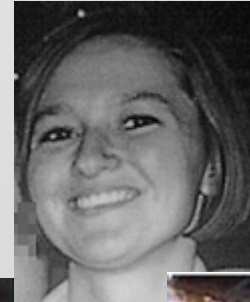
***Moderator: Morgan Green***



## Announcements

- ◎ 2010 Events
  - Executive Forum
  - Gala Dinner
  - Annual Summit – Oct 5-8, Los Angeles
- ◎ Check the Out & Equal Training webpage for upcoming trainings in your community and online from Out & Equal University

**Just a few faces...**



**And many more whose pictures & names were not posted...**

## **2010 Transgender Day of Remembrance**

# Mentoring Transgender Employees to Improve Organization & Team Productivity



**Lori Fox & Jamison Green**



## Session Objectives

- Clarify the difference between coach and mentor relationships
- Explore the aspects of good mentor and coach relationships
- Identify how the mentee's trans status impacts the relationship
- Highlight the workplace issues faced by trans employees
- Provide information on best workplace practices and policies to support trans employees and encourage mentoring
- Discuss the role of the ERG in supporting trans employees
- Share personal experiences as a mentor or mentee



## Employee/Work Culture

Employee/work culture is a composite of the following:

- ⦿ **Shared Values** – what we think/feel is important
- ⦿ **Beliefs** – how we think/feel things should be
- ⦿ **Norms** – the way we do things around here
- ⦿ **Heroes** – the people who personify our corporate values
- ⦿ **Systems** – our written and unwritten ground rules

## Developing Allies, Mentors and Coalitions

- ⦿ Focus on doing a great job at work
- ⦿ Manage relationships up, down and all around
- ⦿ Find the “Culture of Power”
- ⦿ Ask for mentorship
  - Professional
  - Personal
- ⦿ Continue to network
- ⦿ Be authentic and transparent in everything you do





## Coach vs. Mentor Distinction Between Roles

### Role of Coach

- Partnering
- Collaborating
- Questioning
- Reflecting
- Monitoring

### Role of Mentor

- Developing
- Modeling
- Counseling
- Advising
- Coaching



# The Coaching Relationship

A **Coach** is, ideally, someone who will help you:

- Obtain answers to questions about a specific task or project
- Establish timelines for deliverables
- Connect with others who have the skill sets you seek
- Integrate feedback from a variety of sources to enhance your skills and help you acquire new ones
- Bridge your developing knowledge with organizational and industry “best practices”
- Help you manage your career growth in the short term



## The Mentoring Relationship

A **Mentor** is, ideally, someone who will help you:

- Become aware of organizational norms and culture
- Develop your communication skills
- Connect you with others throughout the organization
- Establish professional networks, inside and outside the organization
- Understand more about your career journey as your partner, and shares his or her “ups and downs,” and “wins and losses”
- Help you understand how to manage your career long-term
- Coach you through questions or problems you don’t want to take to your manager



## Mentoring Benefits

An effective Mentoring partnership is one in which you can:

- ◉ Reflect
- ◉ Question
- ◉ Practice

# Recommended Workplace Policies and Practices

- Policies
- Benefits
- Process
- Education and Compliance
- Conversations
- Documentation
- Facilities
- Dress-codes
- Employee Resource Group





## Best Practices: Policies, Benefits, & Processes

### Policies:

- Include “gender identity & expression” as a protected category throughout the organization

### Benefits:

- Remove discriminatory health insurance exclusions

### Processes:

- Establish gender transition guidelines
- Develop a “game-plan”
- Seek expert help as needed

# Best Practices: Education & Compliance, Conversations, & Documentation

## Education and Compliance:

- Provide resources, training and education to supervisors, subordinates and peers.

## Conversations:

- Ensure employee's privacy throughout the process
- Report any discriminatory treatment to HR

## Documentation:

- Update all personnel records and documentation



## Best Practices: Facilities, Dress Codes, & Employee Resource Group

### Facilities:

- Grant and enforce restroom and/or locker room access according to an employee's full-time gender presentation

### Dress-codes:

- Make dress-codes "gender-neutral" and apply consistently

### Employee Resource Group:

- Involve ERGs for support and networking



## Workplace Issues Transgender Staff May Encounter

- Isolation
- Communication breakdowns
- Gender-based misinterpretations
- Fear/discomfort from co-workers
- Glass ceiling





## What's Special About Mentoring A Transgender Worker?

- ⦿ Maybe nothing!
- ⦿ Circumstances depend on situation
- ⦿ Gender-based misinterpretations
- ⦿ Negative reactions or curiosity-seeking behavior from co-workers
- ⦿ Expanding your own understanding of diversity (there ARE positives, after all)



## The Role of Employee Resource Groups

- Help to identify LGBT-friendly mentors
- Help to identify opportunities for workplace cultural improvement
- Putting on transgender educational events for the ERG and the general population
- Other functions?

# Case Studies





## *How to ask a question...*

- ◎ Online - use chat mode anytime during webinar
- ◎ Teleconference - dial \*7 and ask your question & then \*6 to return your phone to mute

# Closing Comments



# Thank you for your participation!

*Please complete the short survey at the end of the call!*

*Consider a donation to Out & Equal:  
<http://www.outandequal.org/about/Donations.asp>*

*Next Town Call:  
Update & Perspective on HIV/AIDS  
Thursday, December 17 - Early due to holidays!*



**More questions?  
Contact Pat Baillie, Associate Director of Training  
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