



# LGBT Awareness Workshop For Managers



# Introduction

- **Welcome**
- It is a starting point to prompt thinking about the people who access your services & your LGBT Staff
- It's an introduction to key matters

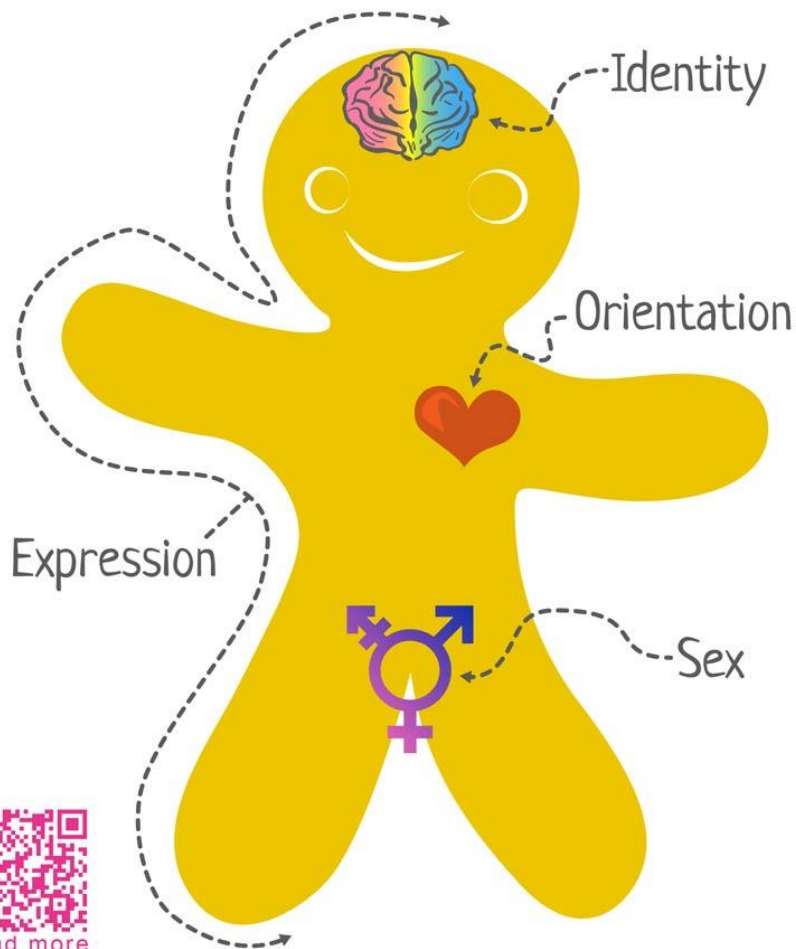


# What Matters: **Supporting your LGBT staff**

- staff who can be open about their sexuality at work are more likely to enjoy going to work, feel able to be themselves, form honest relationships with their colleagues, are more confident, and ultimately more productive. Lesbian and gay equality at work evidently makes good business sense.

# The Genderbread Person

by [www.ItsPronouncedMetrosexual.com](http://www.ItsPronouncedMetrosexual.com)



## Gender Identity

Woman

Genderqueer

Man

Gender identity is how you, in your head, think about yourself. It's the chemistry that composes you (e.g., hormonal levels) and how you interpret what that means.

## Gender Expression

Feminine

Androgynous

Masculine

Gender expression is how you demonstrate your gender (based on traditional gender roles) through the ways you act, dress, behave, and interact.

## Biological Sex

Female

Intersex

Male

Biological sex refers to the objectively measurable organs, hormones, and chromosomes. Female = vagina, ovaries, XX chromosomes; male = penis, testes, XY chromosomes; intersex = a combination of the two.

## Sexual Orientation

Heterosexual

Bisexual

Homosexual

Sexual orientation is who you are physically, spiritually, and emotionally attracted to based on their sex/gender in relation to your own.



# Pro Noun Exercise

- Imagine you're fairly new to your job, are getting to know your colleagues & want to fit in. You're chatting about what you did at the weekend with your partner, if you are in a relationship, or recount a previous trip/ outing spent with a partner, if you are single. Take turns to spend a few mins talking this event, but don't use your partner's name or their gender pronoun; try to omit/ hide this information. Your pair is free to ask questions or make assumptions about your partner, but again, please try not to disclose their gender.

# Key laws

The Gender Recognition Act (2004)


Equality Act (2010)





# Public Sector Equality Duty:

- those in receipt of public funding have a duty to show due regard to the protected characteristic groups in their service design and delivery, and to report annual monitoring stats in support of this.
- In the exercise of their functions, public authorities must have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and any other unlawful conduct in the Equality Act 2010.
- Advance equality of opportunity
- Foster good relations
- <http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty/what-equality-duty>



# What does this mean for you as representatives of the local authority

- It is unlawful for public authorities to discriminate when providing public services. This covers the work of local authorities,
- This could include:
- Equal access to services for lesbian, gay, bisexual and trans people
- Not taking action to help a lesbian, gay, bisexual and trans client who is experiencing homo/bi/transphobic abuse or harassment and therefore prevented from using services etc
- Staff should treat LGBT users as courteously and professionally as they do other users, whatever their own personal views.
- Planners of services will need to take steps to ensure that LGBT people have fair access to the services which they need



# Key Tower Hamlets Policies


- Workforce to Reflect Community Strategy
- Single Equality Framework
- Valuing Diversity



# Common Issues


- Religion and Sexual Orientation
- Supreme Court Judgement:  
Bull and Bull V Preddy and Hall





# **Challenging discrimination and inappropriate behaviour**

- The Equality Act protects all employees from discrimination and harassment at work.
- Managers play a key role in challenging inappropriate behaviour within teams and encouraging team members to work in a respectful and collaborative manner.



How do you address real-life scenarios that managers have faced in the past: for example

- The LGBT employee group send an email inviting members to their next meeting. A member of your team says openly to others in the team ‘Why do they need a special group? We don’t have a straight employees group.’
- What is your response to this – discuss how you would deal with this and what response would you give if someone said this directly to you



- It comes to your attention that a member of your team who is openly gay has been using the disabled toilet rather than the men's. – what do you do about this.
- What happens when you hear about an informal team outing to say goodbye to a work colleague but a trans\* member of your staff was not invited?
- You go out for an informal team meal and derogatory comments are made about other people in the restaurant who are trans\* – what is your response?

# Responding to Homo/bi/transphobia

- Stand behind your policy of inclusion
- Frame your grievance in organisational values
- Hate crime is not only unacceptable but illegal
- Employ appropriate sanctions
- Be consistent
- Be impartial
  - Object to the behaviour, not the individual
- Offer suggestions for more appropriate behaviour
- Remove the perpetrator, not the victim
- Record details



# Monitoring of staff

- Participants see the failure of their organisation to monitor the number of lesbian and gay employees and their performance, job satisfaction, career progression and levels of retention, as a lack of a real commitment to equality. The reasons given for not monitoring sexual orientation also send a clear message to participants that their organisation does not understand lesbian and gay equality. Not monitoring sexual orientation of services users again gives a signal to both staff and service users that they don't count, as they are not counted.



# Why Monitor

- Helps **highlight inequalities** between different groups
- Helps **identify issues** affecting LGBT & other people
- Helps **identify potential barriers** to services
- Helps **improve existing services** & tailor services to meet needs
- Helps **monitor incidents** of discrimination & prevent future incidents
- Helps **measure performance** & make improvements
- Ensures **equality of access** to work & services
- **Builds confidence in organisation** that leads to openness elsewhere



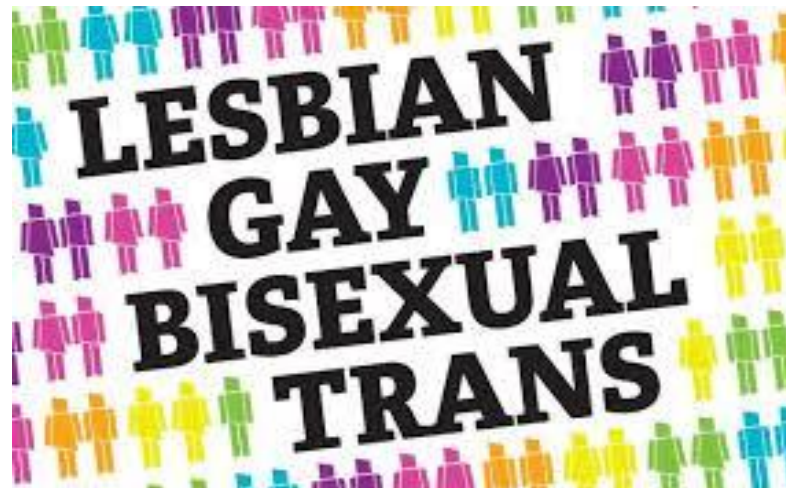


# Monitoring Service Users

- Trust and respect
- Why monitor sexual orientation & gender identity?
- What do you do with the data?
- Train and induct staff to changes in practice
  - Include training on why these changes have been made
- Consider the language used in monitoring forms
- Be clear about how the information will be used
  - Don't pour data into a stagnant pool

# SOM: Service Users

- How can you prepare for monitoring?
- Explore scenarios and answer questions to help prepare staff for asking about SOM





# Client 1: gay man

- You feel apprehensive about disclosing information & are worried you'll experience homophobia.
- Ask what happens to the information
- Will everyone in the organisation know
- Ask how you can be sure



# Client 2: Heterosexual man

- You feel angry that it's being inferred you aren't straight by being asked about your sexuality
- Ask what is the purpose of asking this information
- State how offensive you find the question



# Client 3: bisexual woman

- You are pleasantly surprised being asked about your sexuality
- Respond positively
- State your affirmation of being included



# LGBT Community Matters

- Lesbian, gay, bisexual and trans (LGB&T) people each face different issues & therefore have differing needs, individually & collectively
- Within each of these communities we also face the same life matters as other people, fall under all the other protected characteristics & experience the additional issues they bring
- However, LGB&T people are often expected and sometimes forced to conform to heterocentric norms and increasing numbers are reporting forced reparative therapy
- Sadly, many LGB&T people also experience difficulties with low self-esteem and intimacy, impacted by a change in drug culture and social media which has led to an increase in IV drug users, chem sex, increase in STI transmission and mental health issues

# Key Issues for LGB People Accessing Services

- Coming out
  - Fear reaction
    - Seen as lifestyle choices
  - Fear breach of confidentiality
  - Paranoia of being 'spotted'
  - Is it important/ relevant?
  - Difficulty responding to assumed gender &/or sexuality questions
  - Difficulty seeing multiple professionals & coming out each time
- Managing a minority identity
  - Managing two or more
- Fear of homophobic, biphobic, transphobic experience
  - Even subtle changes in body language has an impact
  - Using 3<sup>rd</sup> party language is noticeable and detrimental
- Concern over medicalisation
- Personal history of poor treatment
- Historic poor treatment of LGBT people

# LGBT Health Inequalities

- Drug, alcohol & tobacco use
- Addictions
- Weight & body image issues
- Domestic violence
- Homelessness
- Sexual health issues
- Poor mental health
- Suicidal ideation



# Making your Service LGBT Friendly

- Stop, think and listen
- Acknowledge
- Celebrate
- Zero tolerance
- Consider
- Compare
- Prepare
- Protect

# Resources and Publicity Materials

- Invisibility
- Inclusion
  - Imagery can range from subtle to challenging but should always be considered important for inclusion
- Positive identity
- Avoid stereotypes
- Empower us
- Send a clear positive message of respect

# Staff Training and Support

- Greatest need is always in this area
- Help your staff to manage their personal views with your organisational policies and directives
- Heterosexism and homophobia are alive and kicking
  - Ensure they aren't practiced in your organisation
  - It is your responsibility to ensure your organisation is accessible to all young people
- Awareness training to complement induction to new practice
- Appropriately managing an 'outing'

# Conflicting Personal Beliefs or Values

- A right to faith and related beliefs
- A right not to be discriminated against
- Accountability to your organisation's equality policy
- Power dynamics
- Be aware of any inner conflict
  - Deal with it
- Respect and value each LGBT person

# Language

- Use inclusive language
- Challenge homophobic, biphobic and transphobic comments
  - Some people may not realise how their language is perceived
- Pick it apart and raise awareness
- Ask before assuming
- Make your language safe for all young people

# LGBT Calendar

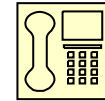
- Recognise LGBT culture
- Remember LGBT history
- Send a clear message of inclusion
- Include the rainbow calendar to organisational practice
- Circulate information to staff and service users
- Celebrate diversity

# Summary

- Improve LGBT equality by including representation in policies and resources
- Equality Impact Assessments
- Public Sector Equality Duties
- Provide staff training in LGBT issues
- Induct staff to new practices
- Ensure staff are aware of local LGBT support organisations
- Monitor services
- Zero tolerance to homo/bi/transphobia

# ELOP

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■ www.elop.org





# Working with LGBT People: Guidance to Help Create Friendly, Inclusive Services