



LGBTQ+
Workplace Equity
Toolkit
Training and Planning
Supporting Documents



Pride in the Triangle

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Pride in the Triangle (PITT) is a collaboration of Triangle, NC-area LGBTQ+ employees, consultants, and allies from companies in all sectors. We come together to network, share best practices, and advance LGBTQ+ issues in our companies and across North Carolina. We envision a more inclusive and equitable work environment for LGBTQ+ people and are working collaboratively to make that vision a reality.

Contact us at: info@prideinthetriangle.com and <https://prideinthetriangle.org/>.



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Scott Hirschuber, Founder, Pride in the Triangle, and **Katie Grimes**, Co-Lead, PITT Workplace Equity, provided important leadership on the Toolkit fundraising and development. We appreciate Katie Grimes, Scott Hirschuber, **Ames Simmons**, and **Raven Sykes** for their review and feedback and valuable input received from our February 2020 training of trainers (TOT) participants.



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Gold Tier:



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theallmanbobbiegroup.com



Bronze Tier:





LGBTQ+ Workplace Equity Toolkit

Training and Planning Supporting Documents

This document contains five supporting documents: three for planning and preparing to hold the LGBTQ+ Workplace Equity Training session, and two for use at the training session.

This document is available in Word format so you can edit and customize these items.

Contents

This document contains five items:

- How to Engage Leadership and Cultivate Support for LGBTQ+ Workplace Equity Training
- Sample Email Invitation to LGBTQ+ Workplace Equity Training
- Three sample agendas for three different time frames
 - Five hour session
 - Three hour 15 minute session
 - One hour 30 minute session
- LGBTQ+ Workplace Equity Training Evaluation
- Participant Certificate of Completion

Organization

The Toolkit content is organized in six sections. There is a color-coded bar at the start of each section that corresponds to the color bar at the top of each slide within that section.

	Red	Introductions, Set Up, and Rationale for This Training
	Orange	Terminology and Concepts
	Yellow	Business Case for LGBTQ+ Workplace Equity
	Green	Unconscious Bias and Solidarity
	Blue	Case Studies
	Purple	Next Steps and Conclusion





How to Engage Leadership and Cultivate Support for LGBTQ+ Workplace Equity Training

- Form a diverse team or at least try to engage one coworker who will work with you on this initiative. Engage an executive sponsor to offer support. Seek team members who are diverse in terms of:
 - Race, ethnicity, gender, LGBTQ+, age, and other diversity markers
 - Organizational: department, role, leadership level, etc.
- Familiarize yourself with the Toolkit contents to the point where you feel comfortable facilitating the training or engage experienced LGBTQ+ training consultants.
- Secure permission to organize the training. You may need to present the rationale and business case for holding the training. You could adapt slides from the Toolkit PowerPoint presentation to link the rationale for the training to your organization's mission, vision, and values. People you may need to approach for support include:
 - The human resources (HR) director or manager who oversees your organization's diversity efforts
 - The HR person who oversees or supports your LGBTQ+ employee resource group (ERG)
 - The executive sponsor for your LGBTQ+ ERG
 - Another HR executive or manager with whom you have a relationship
 - Other executives you know are diversity champions in your organization
- Create a budget and secure the necessary resources. Budget items may include:
 - Venue rental
 - Consultant fees
 - Food and snacks
 - Material copies
 - Training supplies
- Inform management and request support for employees to attend.
- Prepare a project plan and timeline for holding the training session, and plan far enough in advance to give yourself enough time to publicize and organize the training.
- With HR, determine if the training can count toward employee educational and development requirements.
- You can be creative about the training format and offer it as:
 - A general offering to all employees
 - An educational offering for a particular department
 - An event for members of an ERG
 - A management training session





Sample Email Invitation to LGBTQ+ Workplace Equity Training

Dear colleague:

We **<insert name of organizing group>** are pleased to invite you to **<name of company's>** LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, etc.) workplace equity training. At the end of this interactive and informative training, participants will have the information and tools to:

- Explain the rationale for LGBTQ+ workplace equity training
- Define relevant terminology and concepts
- Articulate the business case for LGBTQ+ workplace equity
- Express empathy for LGBTQ+ colleagues
- Demonstrate awareness of biases and act in solidarity with LGBTQ+ colleagues
- Describe particular concerns LGBTQ+ employees can experience and steps to address them
- Make a commitment to take action to promote inclusion and equity for LGBTQ+ colleagues

Everyone is welcome. Some considerations for who may want to attend:

- All employees who want to learn more about how to support and create an inclusive work environment for LGBTQ+ colleagues.
- LGBTQ+ employees who want to learn more about workplace equity.
- Employees who may not be knowledgeable about or comfortable around LGBTQ+ people but are willing to learn.
- Managers and executives who seek to learn how to more equitably manage LGBTQ+ employees and create an inclusive and equitable work environment.

<Time and Location>

<Registration information, including deadline, and link to registration page>

Add a sentence about how this session fulfills any organizational educational or training requirements.

Please feel free to contact **<name, phone, and email>** with any questions.

We look forward to seeing you at the training!





Sample Agendas for Three Different Timeframes

The three agendas below are for five hour, three hour 15 minute, and one hour 30 minute versions of the materials included in the LGBTQ+ Equity Training Toolkit. The longer a session is, the larger the percentage of exercise and discussion time.

- Five hour session: uses all the slides, and 60 – 65% of time is discussion and exercises
- Three hour 15 minute session: uses most or all of the slides, and 40 – 45% of time is discussion and exercises
- One hour 30 minute session: uses a subset of the slides and approximately 30% of time is discussion (delivered in person or virtually)

Goal: To increase organizational effectiveness by creating a more inclusive and equitable work environment for LGBTQ+ colleagues.

Objectives: At the end of this training, participants will be able to:

- Explain the rationale for LGBTQ+ workplace equity training
- Define relevant terminology and concepts
- Articulate the business case for LGBTQ+ workplace equity
- Express empathy for LGBTQ+ colleagues
- Demonstrate awareness of biases and act in solidarity with LGBTQ+ colleagues
- Describe particular concerns LGBTQ+ employees can experience and steps to address them
- Make a commitment to take action to promote inclusion and equity for LGBTQ+ colleagues

Section	5 hr	3 hr 15 min	1 hr 30 min
Introductions, Set Up, and Rationale	40 min	30 min	15 min
Terminology and Concepts	50 min	40 min	20 min
Business Case	30 min	20 min	10 min
Unconscious Bias and Solidarity	50 min	30 min	20 or 40 min *
Case Studies	60 min	40 min	0 or 20 min *
Next Steps and Conclusions	30 min	20 min	5 min

*Include Difficult Conversations in the Unconscious Bias and Solidarity Section or include the Case Studies.





Five Hour In-Person Session

4 hours and 20 minutes of content with 40 minutes for lunch or two 20-minute breaks

Section	Time
Introductions, Set Up, and Rationale	40 min
Terminology and Concepts	50 min
Business Case	30 min
Unconscious Bias and Solidarity	50 min
Case Studies	60 min
Next Steps and Conclusions	30 min

Introductions, Set Up, and Rationale

Time	40 minutes
Slides	All may be used
Exercises and Discussions	
Centering or Mindfulness exercise	Up to 5 minutes
Introductions	15-20 minutes, allocate time per participant based on total attendance
Icebreaker – Trivia Mixer	6-7 minutes

Terminology and Concepts

Time	50 minutes
Slides	All may be used
Exercises and Discussions	
Belonging at work optional discussions	7-8 minutes
“Find your match” terminology activity	15 – 20 minutes
Story sharing activity	10 minutes



Business Case	
Time	30 minutes
Slides	All may be used
Exercises and Discussions	
Challenges in the workplace	Can spend 5 minutes asking participants if they have experienced similar challenges due to their identities

Unconscious Bias and Solidarity	
Time	50 minutes
Slides	All may be used
Exercises and Discussions	
Stereotypes and Misperceptions of LGBTQ+ people	Can engage for 5-10 minutes around the harm that stereotyping can cause.
Levels of Support and Allyship	Can split into small groups for a 5 minute discussion
Challenging Conversations	15 – 20 minutes ... there may be time for groups to practice 2 or more of the difficult conversations.

Case Studies	
Time	60 minutes
With this amount of time, you will have enough time to have each group spend 15-20 minutes with their case studies and 5-7 minutes on each one in the larger group	



Next Steps and Conclusion

Time	30 minutes
Slides	All may be used
Exercises and Discussions	
Personal Commitment	Pause and give people 2-3 minutes for people to consider and write down theirs
Action Steps	Pause and give people 4-5 minutes for people to consider and write down theirs and 5 minutes with accountability partner
Meeting with Accountability Partner	
Summary Discussion	5-7 minutes in the large group
Evaluation	You may want to give people 5 minutes to complete their evaluation then
Closure	5-8 minutes ... based on how close you are to session end time.





Three Hour 15 Minute In-Person Session

Option to condense to a 3 hour session with a 15 minute break by trimming one or two exercises or discussions.

Section	Time
Introductions, Set Up, and Rationale	30 min
Terminology and Concepts	40 min
Business Case	20 min
Unconscious Bias and Solidarity	30 min
Case Studies	40 min
Next Steps and Conclusions	20 min

Introductions, Set Up, and Rationale

Time	30 minutes
Slides	All may be used
Exercises and Discussions	
Centering or Mindfulness exercise	Up to 5 minutes
Introductions	10 minutes, allocate time participant based on total attendance or with large numbers, do introductions in small groups
Icebreaker – Trivia Mixer	5 minutes (or may decide to cut or do quickly in large group)

Terminology and Concepts

Time	40 minutes
Slides	All may be used
Exercises and Discussions	
Belonging at work optional discussions	5 minutes
“Find your match” terminology activity	10 - 12 minutes
Story sharing activity	7-8 minutes



Business Case

Time	20 minutes
Slides	All may be used – or you can save 5 minutes by omitting the 5 detailed business case slides and only using the summary slide.
Exercises and Discussions	
Challenges in the workplace	Can spend 5 minutes asking participants if they have experienced similar challenges due to their identities

Unconscious Bias and Solidarity

Time	30 minutes
Slides	All may be used
Exercises and Discussions	
Stereotypes and Misperceptions of LGBTQ+ people	Can have people discuss the harms that stereotyping can cause for 4-5 minutes **OR**
Levels of Support and Allyship	Can split into small groups for a 5 minute discussion (only enough time for one of the two above discussions)
Challenging Conversations	10 minutes ... have a group each do one of the discussions and then quickly share about the others.

Case Studies

Time	40 minutes
<p>Option 1: Cover all the scenarios: 12 – 13 minutes for each group and then 4-5 minutes on each scenario. Option 2: Choose 4-5 scenarios most applicable to your organization, each groups gets 15 -20 minutes with their case studies and 5- 6 minutes on each one in the larger group.</p> <p>If you get a little behind schedule or want to condense to a 3-hour session, you can consider reducing this section to 30 minutes</p>	



Next Steps and Conclusion

Time	20 minutes
Slides	All may be used
Exercises and Discussions	
Personal Commitment	Pause and give people 3-4 minutes to write down both their personal commitments and actions.
Action Steps	
Meeting with Accountability Partner	2-3 minutes to find an accountability partner to meet with later, or a short sharing time at the session
Summary Discussion	5 minutes in the large group
Evaluation	You may want to give people 4-5 minutes to complete their evaluation then
Closure	4-5 minutes ... based on how close you are to session end time.





One Hour 30 Minute In-Person or Online Session

Choose either the Challenging Conversations from the Unconscious Bias / Solidarity Section or the Case Studies depending upon the make up of the audience.

For training of general employees, you may want to use the challenging conversations. For more advanced audiences already familiar with the LGBTQ+ communities or with primarily managers or human resources professionals, you may want to use the Case Studies.

For online training, you may want to solicit input in the chat box from time to time.

Introductions, Set Up, and Rationale

Time	15 minutes
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SLIDES:

- Cover / Intro Slide
 - May want to include a short centering or mindfulness moment here or after the introductions, for example, a lighting of an actual or virtual candle with 30 seconds of silence
- Appreciation to Toolkit Sponsors
- Training Goal and Objectives
- Training Agenda
- Parking Lot
- Group Agreements
- Introduction: Your Facilitators
- Introductions: Your Turn
 - 20 seconds each - if group is larger than 15 -20, break into sub groups for introductions
 - For web-based sessions, could have people introduce themselves in the chat box
- Heart – Mind – Action
- Naïve Offending
- One Slide on your organizational vision, mission, and values
- Next Section Slide

Terminology and Concepts

Time	20 minutes
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SLIDES:

- Cover / Intro Slide
- Purpose
- Diversity
- Identity Markers and Characteristics
- Inclusion
- Equity
- Moving to Belonging
- Everyone needs to belong (explain exercise and have people think through it on their own silently instead of sharing in duos)
- LGBTQ+ Terminology (explain definitions are in the participant’s guide – may want to hit on a few key ones)
- Proper Versus Outdated and Offensive Terms
- Gender and Sexuality
- Transgender
- But I don’t tell people I’m straight
- Story Sharing Activity (omit / delete or explain who this exercise works and how people respond, but don’t necessarily go through it)
- Despite Media Optics ...
- Intersectionality
- Ally
- Summary and Next Section

Business Case	
Time	10 minutes

Slides

- Cover / Intro Slide
- Business Case for LGBTQ+ Workplace Equity
- LGBTQ+ People can be fired for “no cause”
- Global View of LGBTQ+ Equality (can be omitted if organization is not global)
- Challenges in the workplace
- Business Case for LGBTQ+ Workplace Equity
- Financial Business Case (select either the for profit or non-profit slide)
- Next Section



Unconscious Bias and Solidarity

Time	20 minutes
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Slides

- Unconscious Bias, Stereotyping and Solidarity
- Unconscious Bias and Stereotyping
- What is Unconscious Bias?
- Ways Unconscious Bias is Manifested (may skip down to microaggression bullet)
- Examples of LGBTQ Microaggressions
- Deeper look at Stereotyping
- Stereotypes / Misconceptions of LGBTQ+ People (can ask people to share some harm that stereotyping can cause into chat box if online)
- Myths and Misperceptions
- Levels of Support and Allyship
- Solidarity: Being an Ally
- Taking Action as an Ally
- Be an Ally in Action!
- Having those tough conversations (do not use if you choosing to do the Case Studies)
- Bystander Intervention
- Be an Ally to Trans Folks
- Names and Pronouns
- What if Someone Comes out to you (optional – or skip if running late)
- What not to say (optional – or skip if running late)
- Responding to anti-LGBTQ+ Behavior
- Summary

Case Studies

Time	20 minutes
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Do not use section if you do the “tough conversations” in the Unconscious Bias and Solidarity Section.

SLIDES

- Purpose
- Case Studies: Instructions



Then select a sub set of the case studies depending upon the number of people in the workshop and select the ones you feel would be most applicable to your organization. (4-6 people per discussion group)

Next Steps and Conclusion

Time	5 minutes – quickly go through the items, people may need to complete on their own after the session.
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- Personal Commitment
- Actions Steps
- Meeting with Accountability Partner (quickly suggest people pair off with someone)
- Summary
- Evaluation
- Closure





LGBTQ+ Workplace Equity Training Evaluation

Instructions: Please rate the training on each item below using the following scale. Please use the comments section to provide more information about the rating and suggestions for improvement.

4 = strongly agree 3 = agree 2 = disagree 1 = strongly disagree Rating

1. The training met its objectives. _____

Comments:

2. The training content was appropriate. _____

Comments:

3. The training materials (presentations, handouts, worksheets, etc.) were effective. _____

Comments:

4. The training was well organized. _____

Comments:

5. The trainers used effective methodologies. _____

Comments:



6. The trainers were responsive to participants' needs.

Comments:

7. There were adequate opportunities for discussion.

Comments:

8. I am more knowledgeable about LGBTQ+ workplace equity because of this training.

Comments:

9. I feel more prepared to promote LGBTQ+ workplace equity because of this training.

Comments:

My additional training needs on LGBTQ+ workplace equity are:

My overall comments and suggestions:





Participant Certificate of Completion

On the next page is a participant certificate of completion that you can edit and modify to create a certificate for each participant.

Fields to edit:

- Participant's name
- Month / Day / Year
- Replace Scott Hirschuber's name and signature with your organizational leader's name and signature





Certificate of Completion

Awarded to

INSERT NAME

for completing the

LGBTQ+ Workplace Equity Training

X Month, 202X

(X class hours)

Scott Hirschuber

Founder, Pride in the Triangle