

Onboarding for diversity & inclusion: LGBTQIA+ edition_



Talmundo
Onboarding by Talentech



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WHAT TO EXPECT

IMPORTANCE IN 2021



We'll unpack why creating space for LGBTQIA+ employees during onboarding is necessary in 2021.

HOW PEOPLE FEEL



We'll look at some specific examples of onboarding inclusivity done right, and also what to avoid.

TOOLS YOU CAN USE TODAY



We'll talk through tactics you can use right now to make your onboarding more accessible for LGBTQIA+ employees.

L esbian

G ay

B isexual

T rans

Q ueer

I ntersex

A sexual

+ visibility for other community members

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G ay

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A SHORT GLOSSARY_

QUEER

A reclaimed umbrella term used to refer to, in this context, the full LGBTQIA+ community

TRANS or TRANSGENDER

Someone with a gender identity that differs from the sex that they were assigned at birth.

CIS or CIS-GENDER

Someone with a gender identity that matches the sex that they were assigned at birth.

GENDER INCLUSIVE PRONOUNS

Gender-inclusive pronouns don't specify whether the subject of the sentence is female or male.

A LITTLE ABOUT PRIDE IN 2021_

Pride is first and foremost, protest.

It may feel as though LGBTQIA+ people have achieved a measure of equality, but the unfortunate truth is that, whilst much has been overcome, many of the hard-won freedoms are enjoyed exclusively by a privileged few.

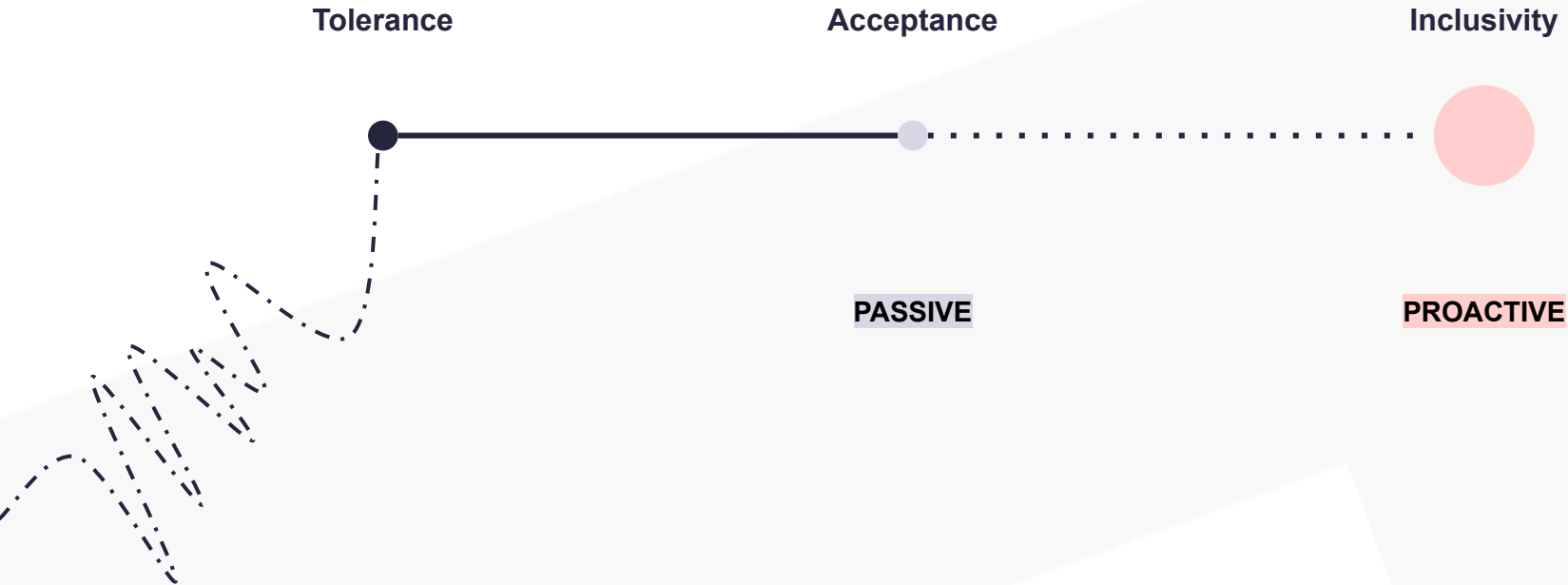
We're also seeing a lot of political regression in the LGBTQIA+ space across the globe in developed nations such as Hungary, Poland and Russia.

Pride will continue to be a protest until ALL members of the LGBTQIA+ community are recognized and afforded true equality.

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PART 1: WHY PROACTIVE PROCESSES FOR LGBTQIA+ PEOPLE IS STILL IMPORTANT IN 2021

STATE OF PLAY: FROM TOLERANCE TO INCLUSIVITY



THE WHY_



A NEED FOR **SAFE SPACES**



According to a 2018 Human Rights Campaign Foundation survey on *Workplace climate for LGBTQ workers*:


38% didn't want to be stereotyped.

36% didn't want to make their coworkers uncomfortable.

THE WHY_



INDIRECT AND DIRECT DISCRIMINATION



53%

of queer employees report
hearing jokes about
LGBTQ+ people*

Whilst jokes are **often not intentionally harmful**, they can undermine queer employees and made them feel excluded & picked upon.



“

I'm at a place in my career where non-inclusivity is a deal-breaker.

Survey respondent

”

NOT ALL BAD

Progress is being made.

In 2012, **43% of non-LGBTQ+ workers agreed** that they would be uncomfortable hearing about an LGBTQ+ co-workers dating experiences.

In 2018, that number had **decreased to 36%.**





YOUR PRACTICES

**Do you currently have
proactive LGBTQIA+
practices in your workplace?**

YOUR PRACTICES

- Yes - many
- Yes - some
- No
- We are in the process of developing practices
- Unsure





PART 2: HOW THE RIGHT NEW HIRE PROCESSES CAN HEAVILY INFLUENCE THE LGBTQIA+ ONBOARDING EXPERIENCE

(SOME OF) THE ISSUES

PARENTAL LEAVE	COMING OUT	DIRECT DISCRIMINATION	ISOLATION
INDIRECT DISCRIMINATION	SELF POLICING BEHAVIOUR	KNOWLEDGE EXPECTATION	GENDER IDENTITY

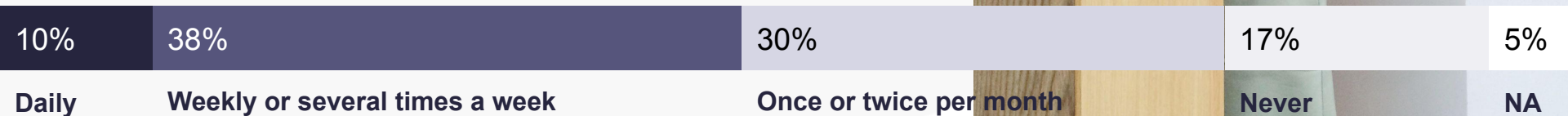
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ONE PROBLEM

Continuously “coming out”

According to a Mckinsey research report*, 50% of surveyed LGBTQIA+ employees reported having to ‘come out’ at work more than once a week.



*<https://www.mckinsey.com/business-functions/organization/our-insights/lgbtq-plus-voices-learning-from-lived-experiences>



“

Quite often I had to correct colleagues that were just assuming I was straight and using female pronouns for my partner, and they would sometimes react in shock.

”

Survey respondent

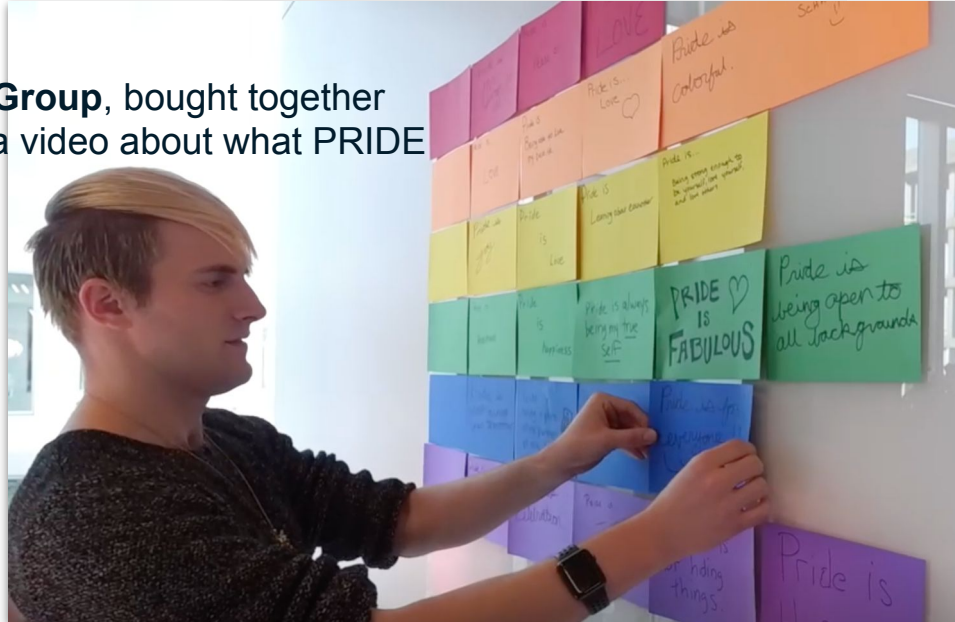
REAL WORLD SOLUTION

charles SCHWAB

Normalizing differences

The Charles Schwab **Pride Employee Resource Group**, bought together employees from all over the organization to make a video about what PRIDE means to them.

- Features senior leadership
- Promoted during their onboarding
- Promoted externally



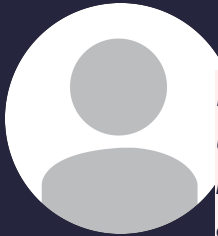
ONE PROBLEM_

Knowledge expectations

Many LGBTQIA+ who are 'out' in the workplace, become a 'go-to' person for anything & everything LGBTQIA+ related.

- Overwhelming
- Problematic
- Unfair





“

I am often expected to explain complex queer-related topics to uninformed colleagues. Which is hard because I'm still learning myself and they expect me to know everything about all queer people and topics!

”

Survey respondent

REAL WORLD SOLUTION



Early education

IKEA is leading the way as a true LGBTQIA+ workplace ally.

They have recently launched a global **Transgender Inclusion Toolkit** for managers that includes a global guideline for creating a trans-inclusive workplace and trans-inclusive teams.

They offer training for employees about **inclusion, unconscious bias and LGBTQIA+ issues** to further support allyship.

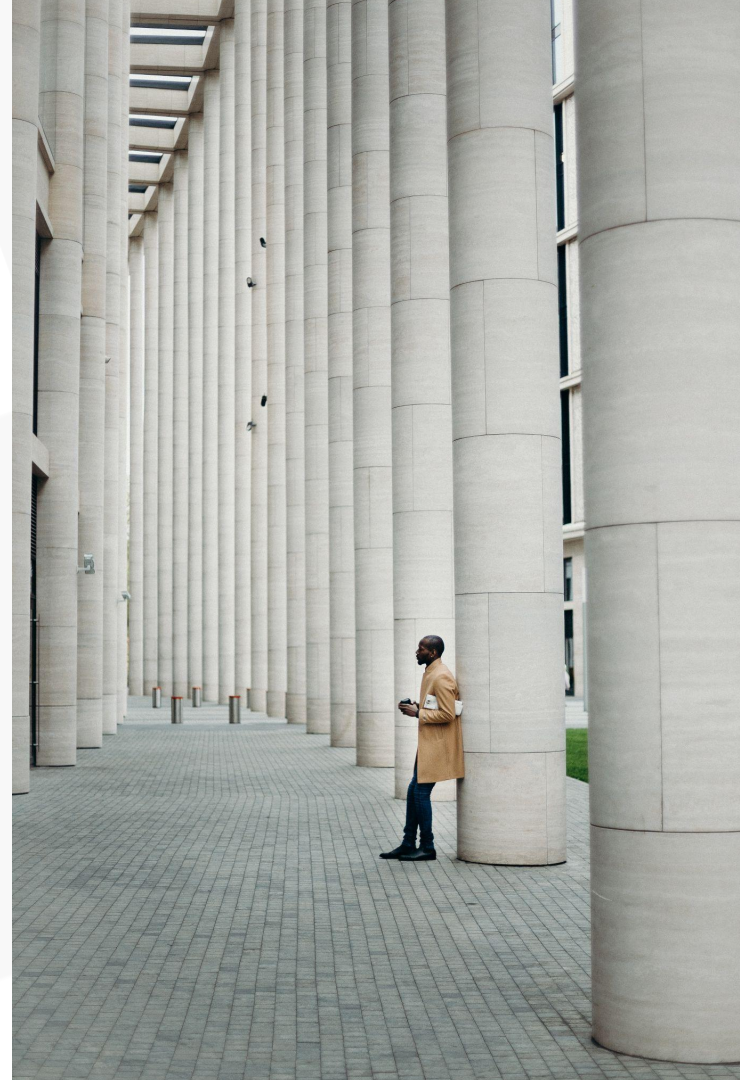
ONE PROBLEM

Isolation

LGBTQ+ people are underrepresented* in corporate environments, and many report being an “only” in their organization or on their team.

Beyond the obvious - this can lead to:

- Pigeon-holing
- Tokenism

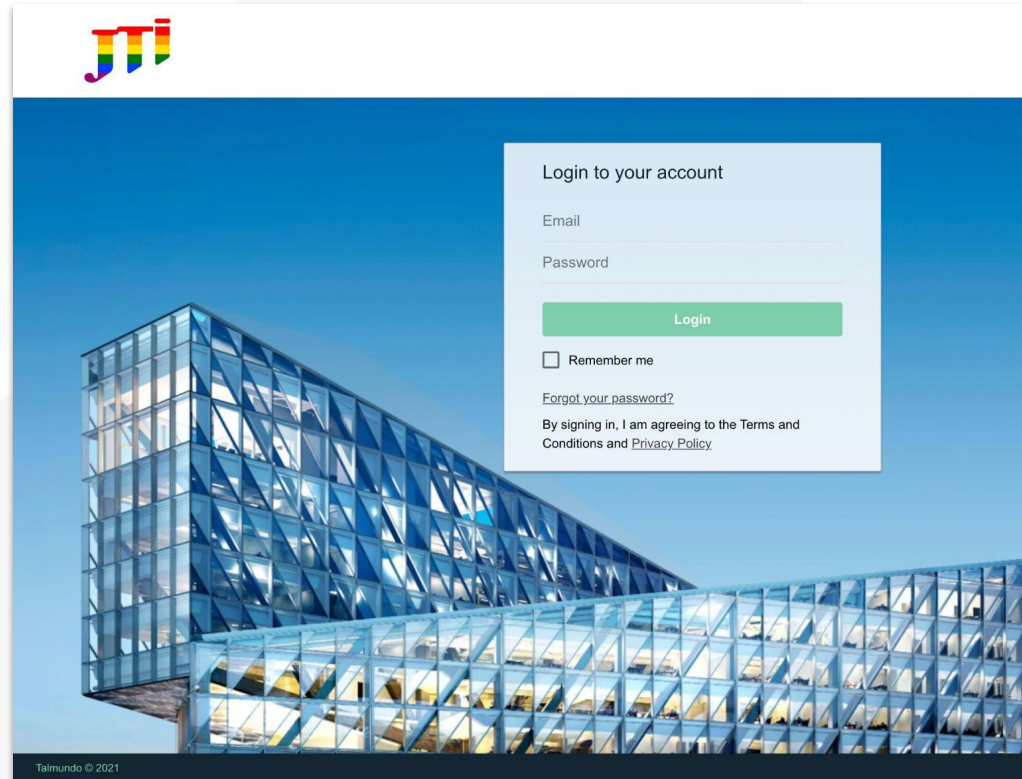


REAL WORLD SOLUTION

Creating visibility

PRIDE, the first employee resource group for the LGBTQIA+ community at JTI* is designed to provide a safe space and support through an inclusive local network.

JTI promote PRIDE throughout their onboarding journey to facilitate connections and help LGBTQIA+ employees feel welcome.





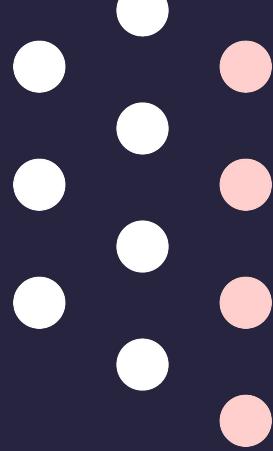
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*[Seeing visible LGBTQIA+ symbols of support made me feel]
Included, valid, and valued.*

Survey respondent

”

ANY QUESTIONS?





PART 3: TIPS, TRICKS AND TOOLS YOU CAN USE TODAY

THINGS YOU CAN DO TODAY

1

Normalize the use of gender inclusive language in your onboarding process

This helps to create early adoption of gender-neutral language and can be of a huge benefit to queer and questioning employees as well as all women.

Gendered

He/Him/His or She/Her/Hers
Boyfriend/Girlfriend

You guys*
Businessman/Businesswoman

Neutral

They, Them, Theirs
Partner/Significant Other

Folks, Y'all, Humans, All, People
Professional

*<https://www.hotjar.com/blog/gender-inclusive-language-workplace/>

THINGS YOU CAN DO TODAY

2

Inform new hires of the issues with some basic LGBTQIA+ educational content

Early education can go help **alleviate pressure on LGBTQIA+ hires** to be a 'fountain of knowledge' for uninformed, non-community members.

LGBTQIA+ Glossary
Company policy additions
'The basics' PDF

Remember, asking for help here is GREAT, but don't expect an LGBTQIA+ colleague to do the work - meet them halfway.

<https://www.stonewall.org.uk/best-practice-toolkits-and-resources>

THINGS YOU CAN DO TODAY_

3

Build visible symbols of LGBTQIA+ support into your new hire experience

Stock imagery
Is it inclusive?



<https://genderphotos.vice.com/>

THINGS YOU CAN DO TODAY

3

Build visible symbols of
LGBTQIA+ support into
your new hire experience



Supportive symbols
Are they visible?



**Workplace
Pride**

THE INTERNATIONAL
PLATFORM FOR LGBTQIA+
INCLUSION AT WORK

THINGS YOU CAN DO TODAY

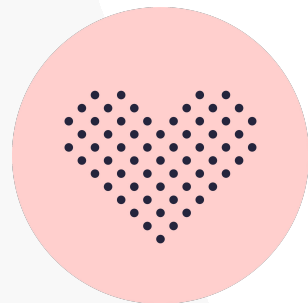
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Be transparent about your parental leave and health benefits and how they impact LGBTQIA+ employees

Only **33% of organizations** brief their benefits administrators on application of benefits for LGBTQIA+ employees*

Do some digging and find out exactly what your current policies are and how they affect LGBTQIA+ hires.

*<https://prideatwork.ca/wp-content/uploads/2017/09/Beyond-Diversity-LGBT-Guide.pdf>



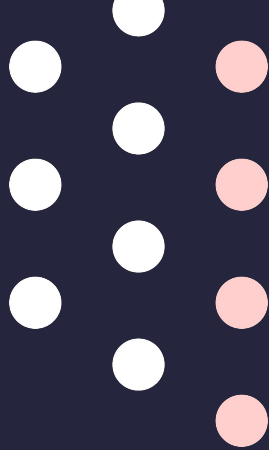
THE TAKEAWAY

Making a start is important and onboarding is the PERFECT time to invest in proactive processes for LGBTQIA+ people.

Many people shy away from taking action because they are afraid of getting it wrong. You may make mistakes, but mistakes are great, you will learn from them!

- ✦ Make your support visible.
- ✦ Foster early education.
- ✦ Lead by example.
- ✦ Normalize differences.
- ✦ Ask for help.

THANK YOU_





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