

Creating a Gender Inclusive Workplace 101



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Content of this session has been developed for City of Madison employees.

City of Madison Administrative Procedure Memorandum (APM) 2-52

- Subject: Inclusive workplace – Transgender, Gender non-conforming, and nonbinary employees
- Background: The purpose of this policy is to address the needs of transgender, gender non-conforming, and nonbinary employees, and to protect the legal rights and safety of all employees.
- **In all cases, the City's goal is to:**
 - Ensure the safety and comfort of transgender, gender non-conforming, and nonbinary employees.
 - Maintain a safe and affirming process for employees who want to transition in the workplace.
 - Prevent the stigmatization of employees.
 - Create a safe and productive work environment for all employees



Learning objectives

1. Define basic LGBTQ+ terms and concepts
2. Identify intersections of gender, sexual orientation, race, religion, economic status, language, disability.
3. Name two disparities experienced by LGBTQ+ communities

Learning Objectives (continued)

4. Understand institutional biases, including at the City, and identify how City employees can work to deconstruct these systems.
5. Identify ways to involve the voices of transgender, gender non-conforming, and nonbinary people in decision-making.



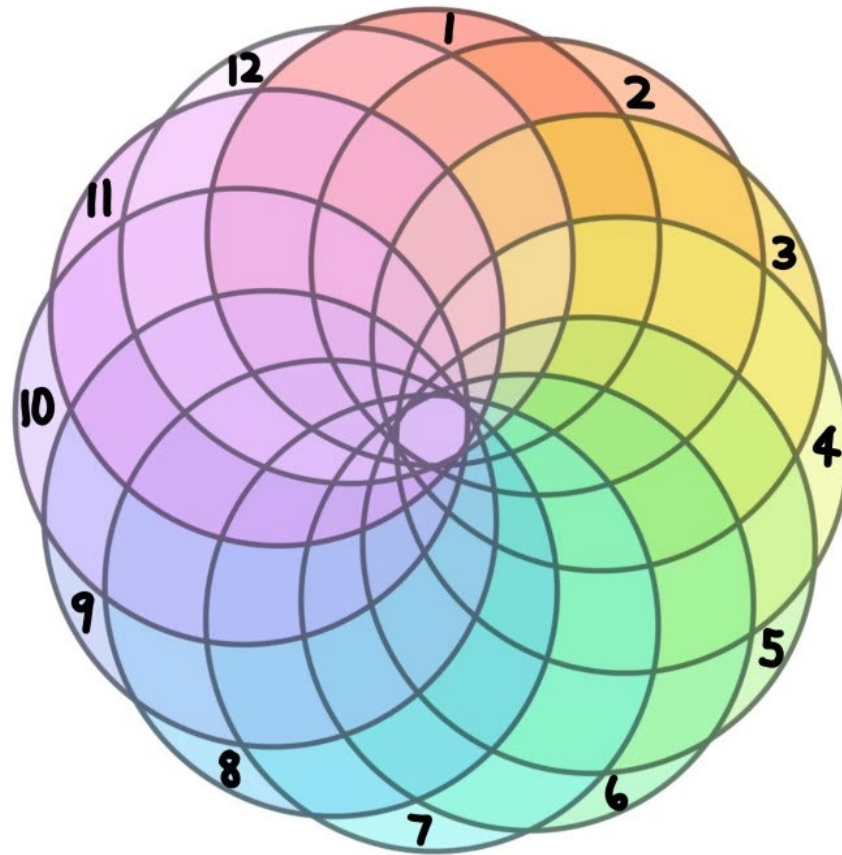
Content note



Content note: This training will include some data about experiences of LGBTQ+ youth and adults related to sexual assault, suicide, hostile environments, and other topics. Some participants may find the content upsetting.

This information is included to share the realities of experiences of LGBTQ+ individuals.

INTERSECTIONALITY



- 1 Race
 - 2 Ethnicity
 - 3 Gender identity
 - 4 Class
 - 5 Language
 - 6 Religion
 - 7 Ability
 - 8 Sexuality
 - 9 Mental health
 - 10 Age
 - 11 Education
 - 12 Body size
- (...and many more...)

Intersectionality is a lens through which you can see where power comes and collides, where it locks and intersects. It is the acknowledgement that everyone has their own unique experiences of discrimination and privilege.

- Kimberlé Crenshaw -



Intersections of LGBTQ+ identities and other identities

- EVERYONE lives at the intersection of their identities, not at the sum of their identities.
- Assumptions about race and LGBTQ+ identities
- Impacts of religion, economic status, language, and disability on LGBTQ+ identities
- We fall short when we know one person of any given identity and believe we then know all people of that identity.

Basic LGBTQ+ Vocabulary: Concepts and Terms

Focus on concepts

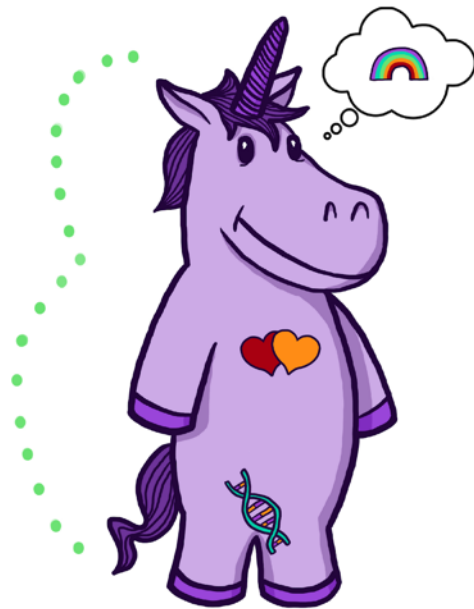
Changing and numerous terms

When we hear a term we don't recognize, we can respectfully ask.

The difference between gender & sex

The Gender Unicorn

Graphic by:
TSER
Trans Student Educational Resources



To learn more, go to:
www.transstudent.org/gender

Design by Landyn Pan and Anna Moore

Pronouns

- ▶ Short video <https://www.youtube.com/watch?v=SRh7j2g95HU>
- ▶ Many folks use pronouns.
- ▶ Pronouns are like names.
- ▶ If you are not sure about someone's pronouns just ask!
- ▶ **NEVER ASSUME!**
- ▶ It is an adjustment, but anyone can do it.
- ▶ Get familiar with pronouns other than she, he, and they.



Let's personalize it!

Think of a time **your own** presentation or sense of self did not match what others expected of you.

- ▶ What was the assumption?
- ▶ Why do you think it was made?
- ▶ How did it make you feel?



Let's apply it!

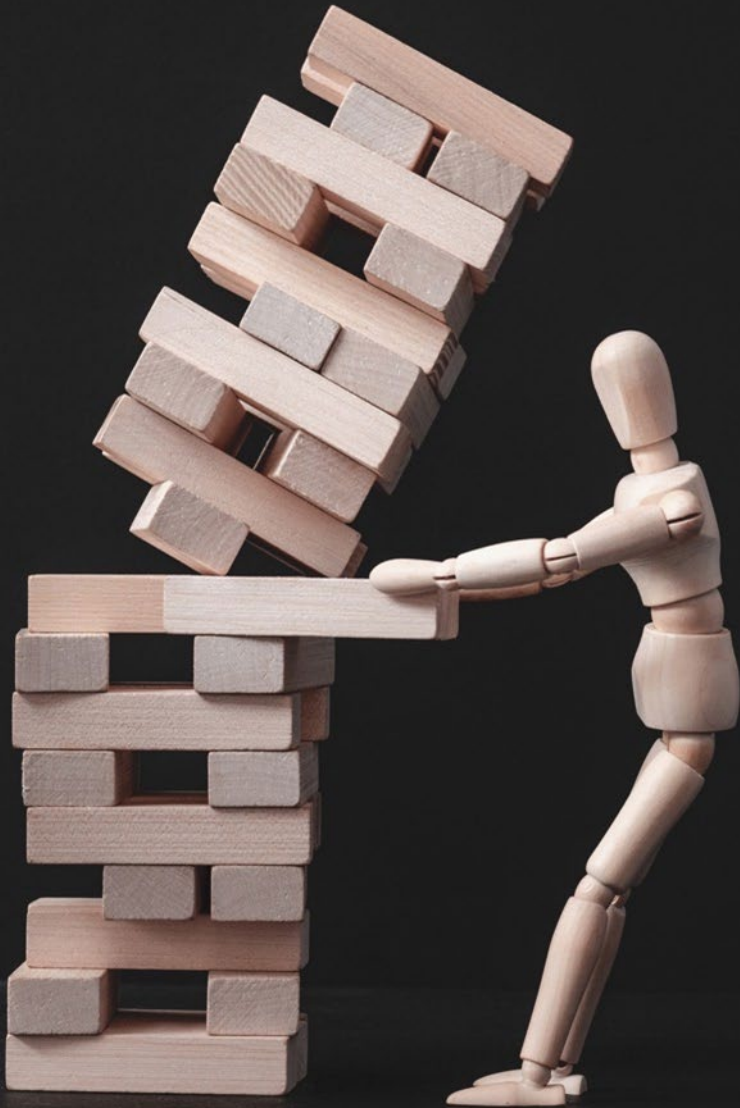
Think of a time **someone else's** presentation or sense of self did not match what you expected.

- ▶ What was the assumption?
- ▶ Why do you think it was made?
- ▶ What did you do, say, or think?



What if I make a mistake?

- Avoid excessive apologizing.
- If you are corrected, say “thank you for the reminder!”
- The best fix is to get it right the next time.



Gendered vs inclusive or neutral language

Gendered	Inclusive or neutral
There are only men's and women's restrooms. Assumptions are made about who should use which restrooms. "The men's room is on the left."	All restrooms are gender neutral. OR There are men's, women's, and gender neutral restrooms with signs about not making assumption in all restrooms.
Baked into language – "manning the ship," "man up,"	"Leading the effort", and "step up" or "take the lead"
Roles or occupations – fireman, congresswoman, foreman	Firefighter, congress person, lead worker or manager
Pronouns – Using "he or she" or "his or her."	Using they/them/their, along with the person's name, if known
Using assumed gender based on role, "When we first meet with a contractor, he usually schedules an hour."	Using they/them

DATA DROP*



WI LGB High School Youth (all races)

- Nearly **80%** of WI high school LGB youth report **anxiety**, while **63%** experience **depression**.
- LGB youth were more likely than their heterosexual peers to be **bullied** - nearly **43%** vs. about **20%**.
- **Four out of ten (40%)** of high school LGB youth **seriously considered attempting suicide** during the pandemic, **more than three times** the rate of hetero students. **Eighteen (18) percent attempted suicide, three times** the rate of hetero kids.

Wisconsin 2023 YRBS data

BIPOC Youth

- Among Black, female, sexual minority youth, only **twenty-two percent (22%) feeling connected** at school - the least of any group.
- Black students were most likely to report hunger, with nearly a **third** reporting that there was **not enough food** in their home during the pandemic.
- More than **one third** of all U.S. high school students felt they had been treated **badly or unfairly at school because of their race or ethnicity**.

Adolescent Behaviors and Experiences Survey (ABES), CDC, 2022.

Mistreatment and Discrimination

According to the 2022 U.S. Transgender Survey. Washington, DC: National Center for Transgender Equality:

- More than **one in ten (11%)** adult respondents who grew up in the same household with family, guardians, or foster parents said that a **family member was violent** towards them because they were transgender, and **8%** were **kicked out of the house** because they were transgender
- Nearly **one-third (30%)** of respondents reported that they were **verbally harassed** in the last 12 months because of their gender identity or expression.

According to the American Civil Liberties Union (ACLU), at least **574 anti-LGBTQ bills**, were introduced across the US in 2024. Vast majority of LGBTQ+ youth report this affected their mental health.



Intersectionality

- The **suicide** rate by race and ethnicity is highest among non-Hispanic American Indian and Alaska Natives at **27.1 per 100,000**.
Suicide prevention page, CDC, 2022.
- High rates of **hate crime violence** experienced by Black and brown transgender women

Creating an inclusive workplace – Promote inclusion



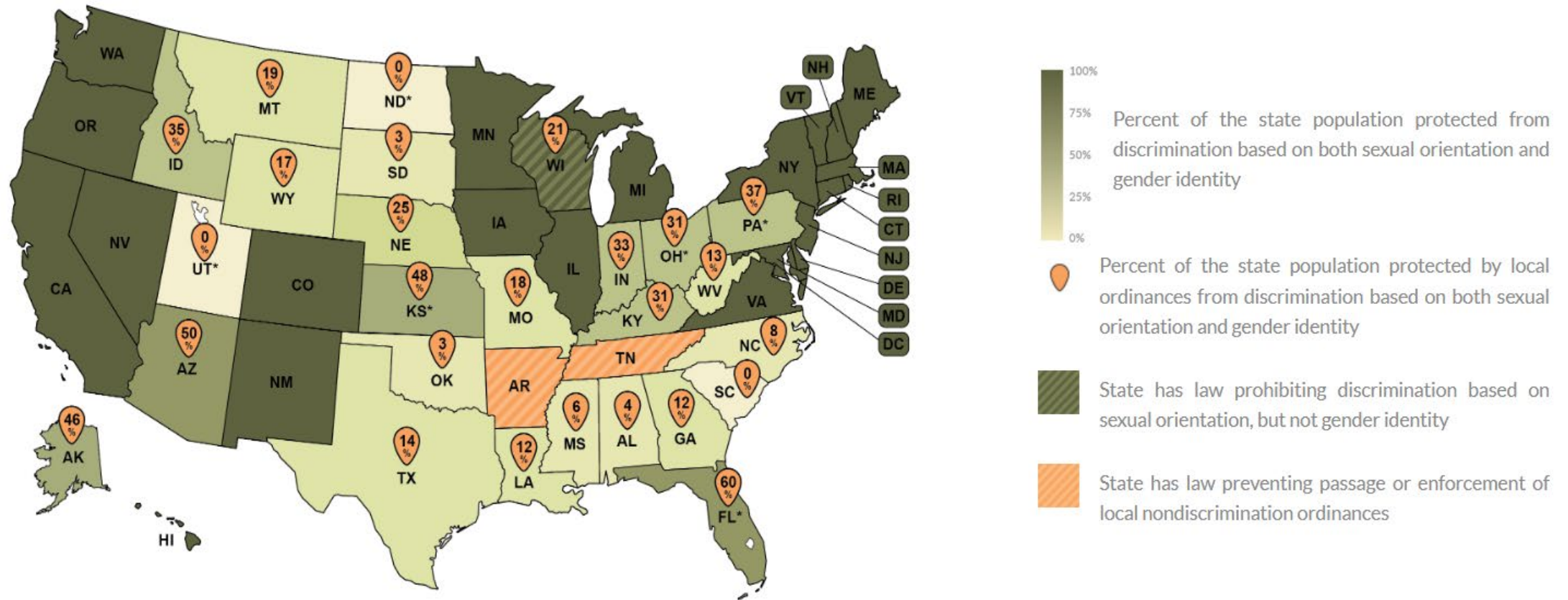
- Create space for and model, but don't require, sharing of pronouns
- Can be verbalized, added in Zoom, added to email signature, or all of these.
- Invite others to do the same, but don't ask pronouns unless you are one-on-one. When in doubt, use the person's name.
- Don't wait until there is a transgender, nonbinary, or gender nonconforming person on the team to model sharing pronouns.

Institutional bias

The word "BIAS" is spelled out using four light-colored wooden blocks with black letters. The blocks are arranged horizontally and cast a soft shadow on the light blue background.

- Institutional bias = when a system treats people poorly based on their group membership
- Examples:
 - BIPOC people over represented in corrections
 - People with disabilities denied access to services said to be accessible
 - Other examples?

Sexual Orientation and Gender Identity: Nationwide snapshot



Movement Advancement Project. "Equality Maps: Local Nondiscrimination Ordinances." https://www.lgbtmap.org/equality-maps/non_discrimination_ordinances. Accessed 12/08/2024.

Only Sexual Orientation is covered in state-wide non discrimination

In a survey of 541 WI residents:

- ▶ 16% of respondents who have ever been employed reported **losing a job** in their lifetime **because of their gender identity or expression**.
- ▶ 28% of those who held or applied for a job during 2015 reported **being fired, being denied a promotion, or not being hired for a job** they applied for **because of their gender identity or expression**.



2015 U.S. Transgender Survey, Wisconsin State Report; NCTE

Institutional bias: Housing, police

- **26%** have experienced **homelessness** at some point in their lives.
- **39%** of respondents who experienced homelessness in the past year **avoided staying in a shelter** because they feared being mistreated as a transgender person.
- **58%** of respondents who interacted with police or other law enforcement officers who thought or knew they were transgender, experienced some form of **mistreatment** in the previous year.
- **51%** of respondents said they would feel **uncomfortable asking the police for help** if they needed it.

How does the City uphold institutional bias?

Activity: Where have you seen bias against LGBTQ people in your work at the City?

- Generate a list.
- Mark with an “I” those that are institutional.
- Next, star any that have a policy to back them up.
- Finally, circle those that include bias against transgender, nonbinary, and gender non-conforming people.

How can City employees work to deconstruct these systems?

For each of those marked institutional and circled (transgender, nonbinary, and gender non-conforming people related):

- **What** have you seen?
- **What can you do** if you witness this happening in the moment?
- **What can you do longer term** for impact?
- **Who** do you think you can take these issues to when you notice them?

What other ways can City employees challenge institutional bias?

Areas of potential impact

- ▶ External facing
- ▶ Environment
- ▶ Interpersonal interactions





External facing

- ▶ Neutral AND inclusive language
- ▶ Proactive, active, reactive
- ▶ Vetted, current referrals
- ▶ Signature lines



External facing

What to do!

- ▶ Neutral AND inclusive language
- ▶ Proactive, active, reactive
- ▶ Vetted, current referrals
- ▶ Signature lines

Environment



- Break room
- Reception
- Workspace
- Restrooms

Environment

What to do!



- Subtle cues
- Images
- Restrooms
- Signage
- Climate
- Virtual settings
- Picture of individuals, couples, groups, and families

Environment

What we've done!



In Need of a Gender-Neutral Restroom?

Staff have the right to use the restroom of their choice.



Scan the QR code to access a location guide for City of Madison Facilities with Gender-Neutral Restrooms

In this guide you'll find:

1. Who Can Access (*Public, City of Madison Staff, or Agency-Specific Access*)
2. Type of Access (*drop-in or swipe-in*)
3. Hours of Access (*24/7 access, during business hours, seasonal*)

Code not working? Visit www.cityofmadison.com/gender-inclusive-workplace

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Type of Access (drop-in or swipe-in)

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<https://www.cityofmadison.com/employeenet/policies-procedures/gender-inclusive-workplace>

Interpersonal interactions



- Recruit
- Hire
- Retain and support

Interpersonal interactions

What to do!



- Welcoming new employees
- Transitioning before, during, and after employment
- Building rapport and trust
- Intervening



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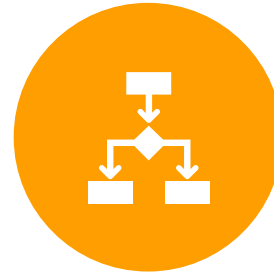
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Involvement in decision-making



Clearly communicate which parts of the system on which people can have influence and provide information on limitations.



Invite multiple people of the same identity to participate and create varied ways to provide input. For example, multiple people who identify as nonbinary, multiple black trans people, etc. Try to bring multiple perspectives without tokenizing.



Consider ways to recognize Subject Matter Experts



Other ideas?

Confidentiality – City’s Resource Guide

- “A transgender, gender non-conforming, or nonbinary employee has the right to decide how much information to share, when to share it, and with whom. Employees have the right to discuss their gender identity or expression openly, or to keep that information private. An employee’s gender identity or transition must be treated with as much confidentiality as any other significant life experience. Coworkers and supervisors must not disclose information that may reveal an employee’s transgender status or gender identity to others.

CONFIDENTIAL

City of Madison. *Resource Guide for a Gender-Inclusive Workplace*, 2023.

Confidentiality

Private and confidential information may only be shared with the transgender employee's consent. Confidential information includes a person's:

- Deadname ("birth name")
- Gender identity
- Transition status
- Medical information
- Any other information that might disclose their transgender identity *Resource Guide, (p 2)*

CONFIDENTIAL

Homework



Introduce yourself with your pronouns and ask someone theirs.



Find at least one opportunity to use “they” in a professional communication (written or verbal).



Recommend the Gender-Inclusive Language training

Learning objectives – How did we do?

Define basic
LGBTQ+ concepts

Understand and
apply key
LGBTQ+ concepts
to themselves and
others

Name two
disparities
experienced by
LGBTQ+
communities

Learning objectives – How did we do?

Understand
institutional bias

Identify how to
deconstruct
institutional bias

Identify ways to
involve voices of
transgender,
nonbinary, &
gender non-
conforming people

Closing

What questions do you still have?

Spend three minutes thinking and writing about:

- One short term, individual action you can take as a result of your learning today
- One longer term step you can work toward