

# Practical solutions for greater LGBTIQ+ workplace inclusion: The Nordic Perspective



Moderated by:

**Brian Yothers**

He/Him

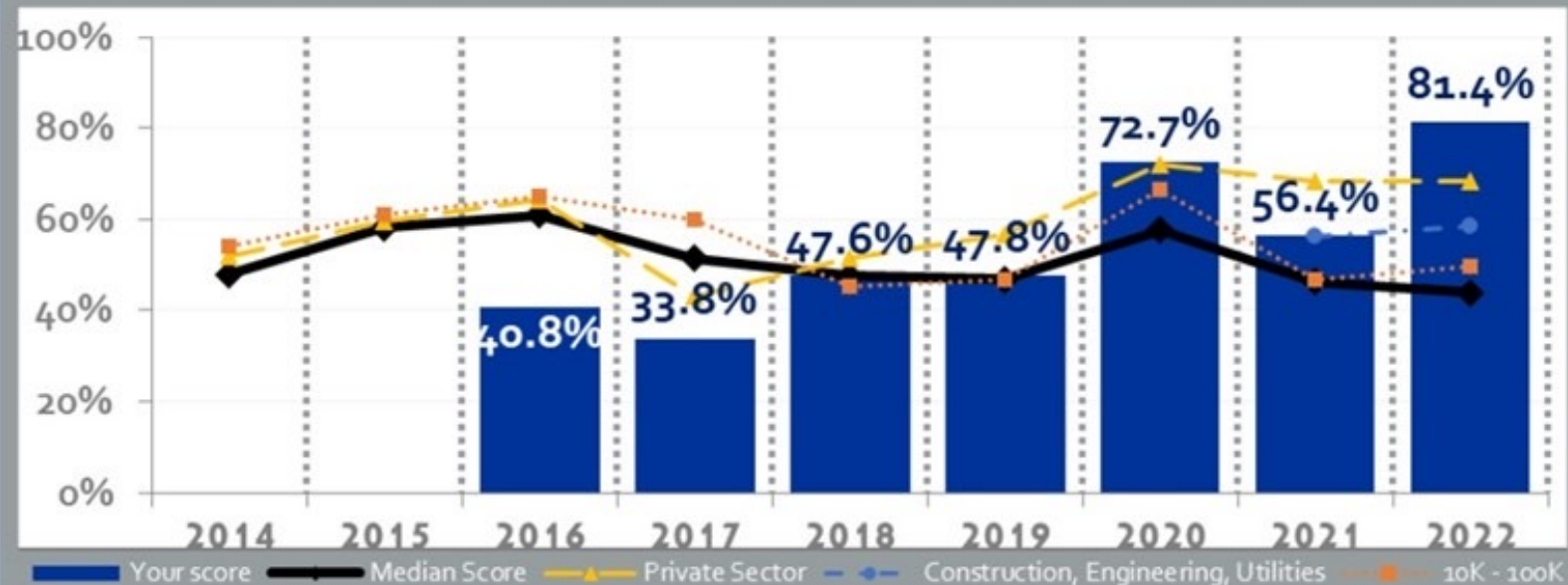
**Director of Operations**  
Workplace Pride

Breakout 1: Room 3.10

# Workplace Pride Global Benchmark

Measurement of LGBTIQ+ policies and practices on national and cross-border basis

- Evidence-based survey developed with Leiden University in 2014
- Designed for management based decision-making
- Allows peer-based comparison
- Establishes baseline for on-going improvements
- Checklist for systematic changes

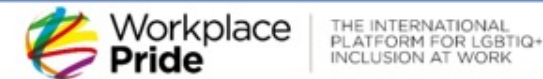




# Workplace Pride Global Benchmark

- Concrete action plans tailored to your organization

## Global Benchmark 2023 - Action Plan



### ABC Organization

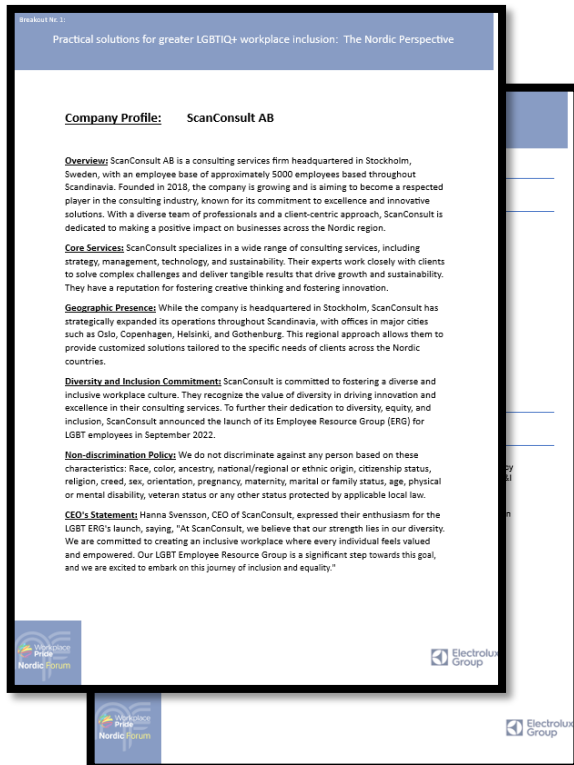
Section/topic	question.item	status	recommended action
PC - policy content and wording	1-1.3	missing evidence	add "sexual orientation" to anti-harrassment policy and or business code of conduct
PC - policy content and wording	1-1.5	not selected	add "intersex status" to anti-harrassment policy and or business code of conduct
PC - policy implementation	1-2.4	not selected	implement process that requires employees to sign your workplace inclusion policy
PC - policy implementation	1-2.5	not selected	implement process that requires employees to sign your workplace inclusion policy periodically (e.g. annually)
WA - training availability	3-2.3	missing evidence	monitor D&I training attendance - act where there are areas that are not taking the training
WA - training availability	3-2.4	not selected	make your D&I training mandatory for all employees
WA - training availability	3-2.6	not selected	make your training available outside your organization to partners, suppliers, and customers
WA - onboarding	3-5.4	not selected	introduce your LGBTIQ+ employee network in your onboarding materials
WA - onboarding	3-5.6	not selected	offer all new LGBTIQ+ employees a mentor to help them getting started in your organization
SB - employee support	4-1.5	not selected	create and implement a plan for providing individual support for issues specifically related to Intersex employees
SB - employee services	4-2.3	missing evidence	ensure that information about LGBTIQ+ safety considerations is readily available and included in your travel planning processes
SB - employee services	4-2.4	not selected	ensure that LGBTIQ+ specific safety considerations are included in your travel processes
SB - employee benefits	4-3.7	not selected	create and execute plan to check benefits to ensure they are and remain LGBTIQ+ inclusive
IE - leadership involvement	5-1.3	not selected	have your senior leaders speak about LGBTIQ+ Inclusion externally (at conferences, with partners, customers etc.)
IE - engagment of allies	5-2.3	missing evidence	create a cross-mentoring program to build understand, empathy and support for LGBTIQ+ workplace inclusion
IE - LGBTIQ+ employee engagement	5-3.6	not selected	make D&I goals a standard part of your performance management systems
EM - monitoring progress	6-1.4	not selected	participate in benchmarking to understand where your stand with respect to LGBTIQ+ workplace inclusion



# Workshop: You Be the Consultant

ScanConsult AB is seeking advice to make their workplace more inclusive for LGBTIQ+ people.

- ✓ Read the company profile and additional information for your topic.
- ✓ Identify recommendations to make ScanConsult more LGBTIQ+ Inclusive in your assigned topic area
- ✓ Note the top 3-5 recommendations from the group on the worksheet provided (what and why)



- 1) LGBTIQ+ Inclusive Policy**
- 2) Awareness and Training**
- 3) Employee Benefits and Services**
- 4) Listening, data collection and monitoring**

# LGBTIQ+ Inclusive Policy

*What are some actions that ScanConsult could take in this area to make their workplace more inclusive for LGBTIQ+ Workplace people?*

Policy content and wording	Availability and implementation
Communication and enforcement	

- Brainstorm a list of actions that you would recommend to improve the current state.
- For this exercise, you don't need to know how to implement your recommendations.

Focus on	Do not worry about
✓ the 'what' (recommendation) ✓ the 'why' (benefit)	✗ the 'how' (implementation)

# LGBTIQ+ Inclusive Policy - recommendations

## Words matter ! Be specific

- sexual orientation
- gender identity
- gender expression
- intersex status

## Communicate actively

- Readily available
- Internal and external
- “push” and “pull”

## Build into culture and values

- Weave into the fabric of the organization
- Leaders embody and communicate
- Links to expectations and ethics

## Require compliance

- Policies are “laws”
- Code of conduct
- Formal acknowledgment
- Recurring (annual)

# Awareness and training

*What are some actions that ScanConsult could take in this area to make their workplace more inclusive for LGBTIQ+ Workplace people?*

Training content	Availability and ease of access
Company events	communications

- Brainstorm a list of actions that you would recommend to improve the current state.
- For this exercise, you don't need to know how to implement your recommendations.

Focus on	Do not worry about
✓ the 'what' (recommendation) ✓ the 'why' (benefit)	✗ the 'how' (implementation)

# Awareness and training - recommendations

## Training content

- Language of LGBTIQ+
- Challenges and context
- intersex status

## Communicate actively

- Easily available
- Internal and external
- “push” and “pull”

## Build into culture and values

- Re enforce identity

## Require compliance

- Code of conduct
- Formal acknowledgment
- Recurring (annual)



# Employee benefits and services

*What are some actions that ScanConsult could take in this area to make their workplace more inclusive for LGBTIQ+ Workplace people?*

Medical and time-off needs	Other services functions: facilities, travel/relocation, well-being
existing data collection mechanisms	HR and career support

- Brainstorm a list of actions that you would recommend to improve the current state.
- For this exercise, you don't need to know how to implement your recommendations.

Focus on	Do not worry about
✓ the 'what' (recommendation) ✓ the 'why' (benefit)	✗ the 'how' (implementation)

# Employee benefits and services - recommendations

## Look at basic definitions

- Spouse or partner
- Married, registered, cohabiting
- Parent
- Family

## Specific benefits

- Transition process
- Hormone / Laser
- Fertility / Adoption
- Time off – family related
- Mental health

## HR and well-being support

- HR and first line support staff
- Employee Assistance (EAP)
- LGBTIQ+ awareness training
- Knowledge of LGBTIQ+ benefits

## Consider other employee services

- Facilities
- Travel/relocation
- Career path
- Dress code / uniform

# Listening, data collection and monitoring

*What are some actions that ScanConsult could take in this area to make their workplace more inclusive for LGBTIQ+ Workplace people?*

ideal end-state, and intermediate steps	Informal and anonymous channels
existing data collection mechanisms	

- Brainstorm a list of actions that you would recommend to improve the current state.
- For this exercise, you don't need to know how to implement your recommendations.

Focus on	Do not worry about
✓ the 'what' (recommendation) ✓ the 'why' (benefit)	✗ the 'how' (implementation)

# Data collection and monitoring - recommendations

## Open anonymous channels

- Safe space for those not “out”
- Enables reach to the ‘invisible’
- Can generate noise – anticipate that

## Partner with LGBTIQ+ ERG

- Understand any emerging topics
- Increases purpose and visibility
- Can inform

## Anonymous surveys

- Existing engagement or pulse survey
- Consider D&I or LGBTIQ+ survey
- Some sort of self-ID is valuable here

## Self-ID could be an end goal

- Not anonymous – data privacy is key
- Understand the trust required
- Be clear about purpose and benefit
- Limit who has access
- Must allow data to be withdrawn



# Thank You