

Anyone Can Be An Ally

For Evaluation Only--Not for Training

Leader's Guide

Speaking Up for an
LGBT Inclusive Workplace
with Brian McNaught



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ANYONE CAN BE AN ALLY

This guide is designed to help you run a successful training session using the *Anyone Can Be an Ally* DVD and supporting materials.

LETTER FROM BRIAN MCNAUGHT



My name is Brian McNaught. I'm an educator on the issues facing gay, lesbian, bisexual, and transgender people. I do so through my books, video tapes, DVDs, and public presentations.

Since 1974, I've been working primarily with predominantly heterosexual audiences in corporate and college settings helping people to better understand the unique challenges and opportunities faced by gay people to acknowledge, affirm, and integrate our sexual orientation into our family, faith, and work communities.

My experience underscores that anyone can be an ally, and that building bridges of mutual respect requires

putting a face on the issue.


I hope you'll find here the support you're looking for in addressing these issues.



PRE-SESSION PREPARATION

Use this section to prepare yourself to facilitate this class.

CHECKLIST

	Task
	Watch the DVD and familiarize yourself with the extras.
	Review the DVD transcripts to better understand the content.
	Watch the <i>Extra Feature: Interview With Brian</i> . This provides guidance and insight for facilitating this session.
	Review the Leader's Guide to become familiar with the material and timing and determine if there are any changes needed to make it more appropriate for your organization's needs.
	Book the room and the refreshments.
	Invite participants. Send reminder notices and create sign-up sheet, if needed.
	Adapt the outline to your group's needs and time restrictions.
	Review and evaluate the optional content and decide what to use in your session.
	Review the PowerPoint slides and customize them, as necessary, to meet your objectives. Delete any additional slides/activities that you will not be using.
	Gather and print any materials you need
	<p>For more information you might read:</p> <ul style="list-style-type: none"> • <i>Gay Issues in the Workplace</i> copyright 1993 BrianMcNaught • <i>The Complete Guide to Transgender in the Workplace</i> copyright 2010 Vanessa Sheridan

INSTRUCTOR TIPS

The following are some tips and hints for leading this session.

- Respect everyone's views and create a safe session environment.
- Speak with confidence, competence, and conviction about the goals of the training.
- Remind individuals that everyone is entitled to their views, but that the organization requires that all words and actions be consistent with the inclusion policies set forth by the organization.
- Provide accurate information on why this is a business issue and the importance of creating a respectful and welcoming workplace for all employees.
- Ask a gay, lesbian, bisexual, or transgender co-worker to tell his or her personal story to the attendees, or show the *Guided Imagery* extra feature.
- Allow sufficient time for questions and discussion.

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PRESENTING THE SESSION

Basic Session—90 minute Session

1. Welcome and Introduction
2. Framing the Workshop—Making the Business Case
3. Video Presentation
4. Debrief the Video
 - Review and discuss key points
 - Conduct role play activities, as specified
5. Conclusion and Session Quiz

Extra Features

In addition to the main session content, there are a variety of optional items that can be presented to increase the learners' experience with the content.

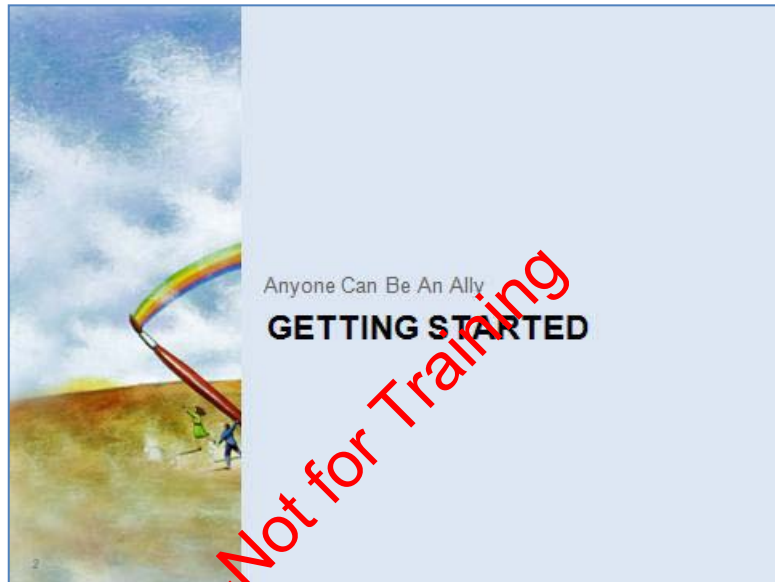
- *FAQs*
- *Tom's Story*
- *Guided Imagery*
- *Interview with Brian*

This guide contains suggestions for where to use these resources. For information on using these extra features, refer to the *Extra Features* section of this guide.

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GETTING STARTED

Timing: Approximately 30 Minutes



Talking Points/Background Information:

In this section, you will kick off the session and go over housekeeping items.

- Location of restrooms
- Timing and duration of breaks
- Emergency exits (if conducting in an unfamiliar venue)
- Cell phone/laptop usage
- Ground rules for courtesy and respect during discussions

Participant Guide

The *Participant Guide* contains all the slides in this session with space for taking notes.

WELCOME TO THIS SESSION

Welcome To Anyone Can Be An Ally!

- Introductions
 - Facilitator
 - Brian McNaught
 - Participants
- About the Session
 - Why we are here/business case
 - Video with Brian McNaught
 - Discuss/Debrief the video
 - Activities
 - Session Quiz

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Talking Points/Background Information:

Use this slide to welcome participants and discuss the flow of the session with the group.

Include your notes here:

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ABOUT BRIAN MCNAUGHT

About Brian McNaught



- Named "the godfather of gay sensitivity training" by The New York Times,
- Considered the world's leading corporate diversity consultant dealing with gay, lesbian, bisexual, and transgender issues in the workplace.



Talking Points/Background Information:

Introduce Brian McNaught. Brian McNaught will be narrating the video. For more information, refer to *About Brian McNaught* located in the *Appendix* of this guide.

Include your notes here:

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SESSION OBJECTIVES

Session Objectives

- The goals of this session are to:
 - Explain why this is a business issue
 - Put a face on the issues that confront lesbian, gay, bisexual and transgender people in the workplace
 - Learn what to say and when, what words to use, and how to get your words and music in sync
 - Recognize the important role of allies in creating a welcoming environment
 - Practice being an ally



Talking Points/Background Information:

Present the session objectives listed on the slide.

A successful workshop presentation will prepare participants to act confidently and competently as allies in creating a workplace that feels safe and welcoming to all lesbian, gay, bisexual and transgender people.

Include your notes here:

SETTING THE CONTEXT



Setting the Context

- We are here to create a welcoming environment for all employees
- We have policies in place to protect lesbian, gay, bisexual, and transgender members of the workplace
- Does our culture match our policies?
- This is not about changing beliefs—it's about changing behaviors



Talking Points/Background Information:

This workshop looks at the issues that face gay, lesbian, bisexual, and transgender employees, and how our behaviors, unbeknownst to us, can create an unwelcoming work environment for our colleagues.

It's our hope that in understanding the impact of our behaviors or those of others, we might all choose to become allies in the effort to create a workplace in which everyone feels safe and valued.

Like all of our competitors, we are in a war for talent. To attract and retain the best and brightest talent, and to secure our fair share of the marketplace (where applicable), we need to:

- Put a face on our lesbian, gay, bisexual, and transgender colleagues and understand what prevents them from bringing their best selves to work
- Create a workplace in which everyone feels welcome
- Understand which behaviors are considered welcoming and which ones are considered unwelcoming
- Practice our skills in stepping forward to make our colleagues feel as if they want to give 100% of themselves to the job.



This is not about anyone changing his or her personal values, but rather changing inappropriate behaviors at work. We're all free to think whatever we want to about other people, but we can't impose those beliefs on our colleagues at work.

Ask: How many of you know someone who is gay, lesbian, bisexual, or transgender? Please raise your hands.

There are people in this room with gay or lesbian children, nieces or nephews, siblings, or parents. Most people know someone who is gay, lesbian, bisexual, or transgender, even if they are unaware of it.

The majority of times we hurt the feelings of gay, lesbian, bisexual, or transgender people, or those who care about them, we do so unintentionally. Very few people are intentionally hostile.

The more familiarity we have with the issues confronting lesbian, gay, bisexual, and transgender employees, then the less anxious we will feel, and the better we will become at seeing and addressing unwelcoming behaviors.

Despite all of the advances that have been made in protecting gay, lesbian, bisexual, and transgender people from discrimination through policies, the workplace culture takes time to catch up with its policies. The only reliable means of changing the workplace culture is through education.

This workshop is designed to help the organization bridge the gap between policies and the workplace environment.

Include your notes here:



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VIDEO PRESENTATION

Video



Watch and listen to what Brian McNaught and the team have to say about how *Anyone Can Be An Ally*.

7.



Talking Points/Background Information:

Now that you understand the business context for this topic, let's watch a video to help us get the conversation started. At the end of this video, we will debrief what we watched and explore some of the topics in more detail.

Facilitator Note:

Play the 14-minute video for the class.

Include your notes here:

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VIDEO DISCUSSION AND ACTIVITIES

Timing: Approximately 60 Minutes



Talking Points/Background Information:

This section provides slides, discussion topics, and activities to help you debrief the video.

- Begin by doing a high-level debrief/discussion of the video in its entirety.
- Highlight key concepts such as
 - Words and Music
 - Verbal vs. Nonverbal Communication
- After the high level debrief and content review, go through each topic in more depth.
- Use group discussions and role play activities to practice getting comfortable with this material.

Include your notes here:

VIDEO DEBRIEF

Video Debrief

- What “music” did you hear from the lesbian, gay, bisexual, and transgender employees?
- What “music” did you hear from the heterosexual employees?
- What are some indicators of welcoming and unwelcoming music?



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Thinking about this video:

- What impressions did you come away with?
- What “music” did you hear from the lesbian, gay, bisexual, and transgender employees?
- What “music” did you hear from the heterosexual employees?
- What are some indicators of welcoming and unwelcoming music?

Instructions:

- Conduct a group discussion
- Make sure to review/emphasize the music/words metaphor
- After the high-level debrief discussion, continue with the next slide to begin a more detailed look at each topic.

Talking Points/Background Information:

In the video, Brian offers a metaphor that is useful for discussing these issues. It's a metaphor on the difference between words and music.

Many of us have had the experience of hearing a new song and trying to sing it. Generally, we get the music right, but we often end up making up the words. So, we know that there is a difference between words and music.

Organizations have words and they have music. On the issue of gay, lesbian, bisexual and transgender workers, many organizations have excellent words that are intended to attract and retain the best and brightest people by creating a safe and welcoming work environment. But the music of the workplace doesn't always match the words of the workplace. The workplace culture is created by the music of personal beliefs, not the words of the policies.

Every person has music on gay, lesbian, bisexual, and transgender people. Sometimes that music is expressed by body language, welcoming or unwelcoming dialog and behaviors, and reactions to the unwelcoming behaviors of others. Gay, lesbian, bisexual, and transgender people are sensitive to the music of their colleagues. When that music is welcoming, they are more inclined to trust that they can be themselves and invest 100 percent of themselves in the organization. When the music is unwelcoming, they are more inclined to think about other places where they might work and feel more valued.

Changing our music only happens when we are given the opportunity to understand the experiences of others, and when we are given the tools to become more confident in our ability to create a welcoming environment.

Include your notes here:



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Voices in the Workplace



- What are your thoughts about the opening voices?
- What emotions and opinions did you hear?
- Have you heard these types of things at work?
- What happens when people just don't know what to say or do?

Talking Points/Background Information:

Everyone has an idea or opinion around the issues facing LGBT people in the workplace. Let's talk about some of the ones we heard in the video.

- ***What are your thoughts about the opening voices?***
 - Allow participants to voice their thoughts
 - Do not allow any disrespectful comments
 - Correct unwelcoming words and phrases and use them as "teachable moments."
 - Don't guilt trip the person in error, instead ask, "Can you see how that word or phrase might feel unwelcoming?"
- ***What emotions and opinions did you hear?***
 - Possible emotions/opinions: anger, fear, disapproval, sadness, hurt, confusion
- ***Have you heard these types of things at work?***
 - Allow the group to offer their examples



- ***What happens when people just don't know what to say or do?***
 - Discomfort, awkwardness, people cannot be authentic/real, people can feel marginalized, people can be distracted from their business purpose

Include your notes here:

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POLICIES DON'T CHANGE THE CULTURE

Policies Don't Change the Culture



- What did Brian mean when he said that policies don't change the culture?
- How does this negatively affect organizations?

- 48% of college-educated gay people are closeted at work
- 73% of closeted gays are likely to change jobs within three years
- 39% of lesbian, gay, bisexual, and transgender workers reported experiencing some sort of workplace discrimination or harassment

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Instructions:

- Conduct a large group discussion.
- Use the following information to guide the discussion and bring up key points.

Ask the first question on the slide and then allow participants to respond and discuss.

Talking Points/Background Information:

Most organizations have policies against discrimination in the workplace. These policies cannot bring change if people's attitudes and actions don't align with them. Despite policies, the culture of many organizations does not reflect the policies in place to create a welcoming environment.

Gay, lesbian, bisexual, and transgender people make up close to five percent of the population, conservatively speaking. (The UCLA Williams Institute 2011 study)



Consider these statistics from The Center for Work-Life Policy 2011 report:

- 48% of college-educated gay people are closeted at work.
- 73% of closeted gays are likely to change jobs within three years.
- 39% of lesbian, gay, bisexual, and transgender workers reported experiencing some sort of workplace discrimination or harassment.

Ask the second question on the slide and then allow participants to respond and discuss.

Talking Points:

Employees who feel that it is unsafe to be authentic at work are less likely to do their best work, turnover is disruptive and expensive, discrimination and/or harassment can cause legal ramifications/costs for the organization, in the competition to obtain the BEST talent for the job, organizations can't afford to overlook key members of their workforce.

Gay, lesbian, bisexual, and transgender employees generally want to participate fully in the life of an organization. Not only do they want to have their contributions valued, but also want the freedom to comfortably put a picture of the person they love on their desk, to talk openly of their family life and weekend plans, and to engage in social conversations.

To attract and retain the best and brightest talent, and to secure one's fair share of the market (when applicable), it is in the best interest of an organization to create an environment in which gay, lesbian, bisexual, and transgender people feel safe and valued.



Policies alone, such as non-discrimination guarantees, domestic health care benefits, and zero tolerance for harassment, do not make an environment feel safe to gay, lesbian, bisexual, and transgender employees. For them to feel included and encouraged to come out and fully participate in the life of the organization, they need to experience the culture as welcoming.

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PUTTING A FACE ON THE ISSUE

Putting a Face on the Issue



- Review the stories from the video
- Discuss each story
 - What feelings came up for you?
 - What new insights did you gain?



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Activity Instructions

- Review the stories (Play the stories from the DVD *Chapter Menu*).
- Note observations in your Participant Guide
- Discuss each story.

Activity Handouts

- *Ally Stories*
- *Putting a Face on the Issue*

Instructor Note:

- Tell participants that the script for each story is in their participant guide.
- You can split the group up and do this as a small group activity, if desired.
- To further personalize the issue for your participants, you may want to invite an LGBT employee to address the group and share his or her impressions/experiences




Include your notes here:

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IMAGINE WHAT IT IS LIKE...



Imagine What it's Like



Activity

"What did you do last weekend?"

- Pair off with another participant.
- Talk for three minutes about what you did last weekend.
- Do not mention anything about the people in your personal life (spouse, significant other, children, etc.)
- After 3 minutes, debrief with the large group.

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Activity Instructions

- Ask the large group to pair off
- Have each pair discuss what they did last weekend without mentioning anything about the people in their lives (spouse, significant other, children, etc.)

Ask these questions:

- How easy was it to engage in a meaningful conversation without mentioning anything about your personal life?
- What would it be like if you had to act that way every day at work?
- How might this hurt the employee? the workgroup? the organization as a whole?

Talking Points/Background

A welcoming environment makes it safe for all employees to display pictures of their loved ones, and mention them freely in conversation.




Extra Feature: *Guided Imagery*

- This would be a good place to use the *Guided Imagery* Extra Feature to help participants better understand what it is like to grow up gay, lesbian, bisexual, or transgender.
- This feature adds approximately 20 minutes to the length of the session.

Include your notes here:

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Our Words and Our Music 

"We have to get our music in sync with our words. The workplace environment is created not by policies but by the attitudes and behaviors of managers and co-workers."
~Brian McNaught

- Have you encountered work situations where attitudes and behaviors don't match the policies of the organization?
- What are some ways we can bring our words and music in sync?

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Talking Points/Background Information:

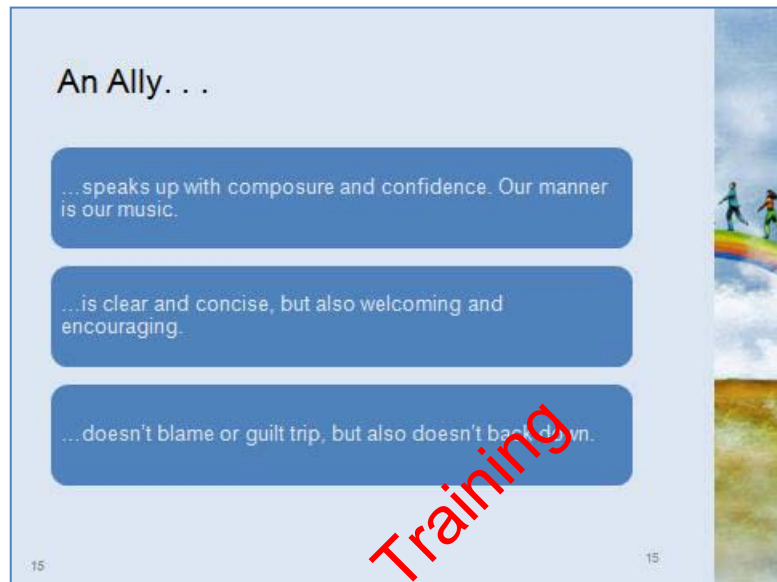
Display the quote.

Conduct a large group discussion answering the questions on the slide.

Include your notes here:

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AN ALLY...



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Talking Points/Background Information:

In this portion of the video, Brian discussed key attributes of an effective ally. These are listed on the slide.

- Briefly review these attributes
- To reinforce these concepts, you can play *An Ally Speaks Up* from the Chapter Menu on the DVD. This replays the section of the video where Brian describes this, and shows examples of people saying the right thing in the right way!
- Allow the group to ask questions

Include your notes here:

BEING AN ALLY

Being an Ally



- Review the stories
- Discuss how you could be an ally in each situation.
 - What can you do to encourage a welcoming environment?
 - Does your music show that you are respectful?
 - How can you communicate support?



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Activity Instructions

Conduct this activity following the instructions on the slide.

- If you wish, split the large group into smaller groups for table discussion.

To view these stories again, access the Chapter Menu and choose the ones you wish to view.

Activity Handout

Distribute the *Being an Ally* Activity Handout

Include your notes here:

WORDS HAVE POWER

Words Have Power.....

- Supportive words encourage
- Stereotypical words demeans us

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17



Talking Points/Background Information:

Debrief this concept from the video.

We all know that words have power. Supportive words encourage and inspire us. Stereotypical or derogatory words demean and distract us, such as when an adult woman hears herself referred to as a “girl” by a male colleague.

Let’s look at some of the words and phrases that work and don’t work.

Include your notes here:

LEARNING THE CORRECT WORDS

Learning the Correct Words....



When we go to a foreign country and don't know the language, our anxiety is high. For many people, sexual orientation and gender identity are foreign languages.

Brian McNaught

- Use the term sexual orientation, not sexual preference.
- Use the terms life partner, spouse, boyfriend/girlfriend, husband/wife; not roommate
- Being gay or lesbian is not an alternative lifestyle; it's a life
- A transgender person is not a "he-she" or a "tranny" but instead a transgender man or transgender woman
- *"Gay is who I am, not what I do; It's not a choice."*

18

18



Talking Points/Background Information:

Present the quote from Brian and briefly discuss it with the group

- How do you feel in situations where you don't know the language?
- How do you compensate for this?
- How can you avoid misunderstanding, or causing offense?

Talking Points/Background Information:

Despite all the good policies that organizations put in place, many people don't know how to speak about these issues with their lesbian, gay, bisexual, and transgender co-workers. It's like trying to speak a foreign language. Rather than make a mistake, many of us stay silent. For the gay and transgender people who are looking for cues as to whether their workplace will be respectful and support them, silence is often interpreted as hostility or discomfort.

One of the best ways to lessen the anxiety of not knowing a language is to learn the language. Learn new words and phrases that put you (and others) at ease. Here are a few examples of the correct words to use. This list is not exhaustive, but gives you an idea of some key terms and phrases.

- Display list on right of screen.
- Discuss with the large group



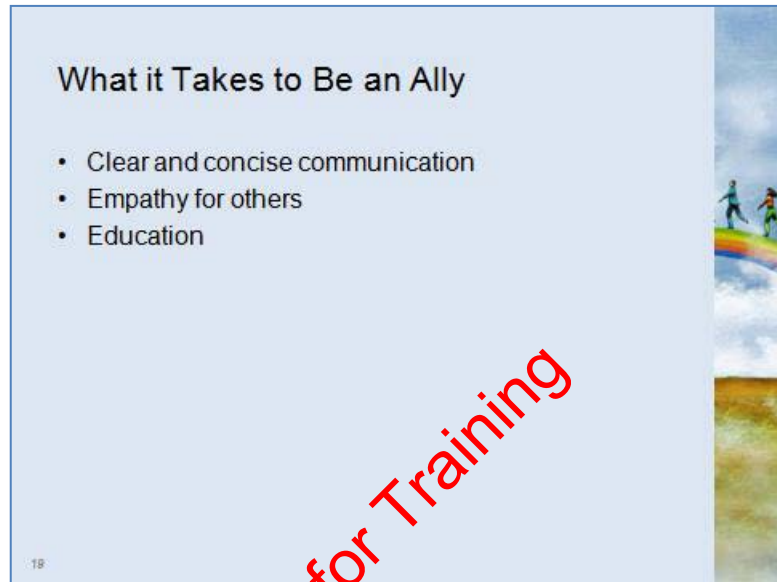
What the Words Mean Handout

Provide participants with the *What the Words Mean* handout. This is a good tool to learn more about the language.

Include your notes here:

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WHAT IT TAKES TO BE AN ALLY



Talking Points/Background Information:

Review this concept from the video.

- An ally is someone who speaks up on behalf of someone else
 - An ally comes to the aid of others even when they are not a victim of the discrimination
- An ally communicates in a clear and concise manner in a way that is empathetic, not judgmental or demeaning
- An ally seeks to educate others to avoid future problems

Include your notes here:

SOME THINGS WE CAN ALL DO



Some Things We Can All Do

- Develop cultural competence
- Use inclusive language
- Speak up!
- Personalize it

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A small image on the right side of the slide shows two people walking on a rainbow over a field under a blue sky.

Talking Points/Background Information:

Describe key points on the slide.

- To review this portion of the video prior to the discussion, access it from the Chapter Menu on the DVD.
- To develop cultural competence, you can read books, go to films, and attend diversity classes. Engage in activities that help you to understand what it's like to be a gay, lesbian, bisexual, or transgender person.
- Always assume that there is a gay, lesbian, bisexual, or transgender person in the room (or someone who cares about them). Keeping this assumption in mind will help you make sure your language is inclusive.
- If someone makes an offensive comment, speak up! Don't sit quietly and allow others to say things that might be offensive.

- Let people know of your connections with gay, lesbian, bisexual, and transgender people. How we relate to people as individuals directly impacts our ability to create a warm and welcoming environment for all employees.

If you hear an inappropriate comment, say something, and say it with a confident voice. You may never fully know how much of a positive impact you've had on the lives of other people and on the workplace culture.

Speaking up for respect is always the right thing to do. Allies have the power to change the culture, and anyone can be an ally.



Extra Feature: FAQs

- This would be a good place use the FAQs Extra Feature.
- It provides answers to questions about lesbian, gay, bisexual and transgender issues and is a great tool for increasing your cultural awareness.
- This Extra Feature adds approximately 20 minutes to this session.



Include your notes here:

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ROLE PLAY DISCUSSION ACTIVITY

Some Things We Can All Do



- Work in teams of 3-4 people
- Review the three scenarios and discuss ways to be an ally using:
 - Cultural competence
 - Inclusive language
 - Speaking up
 - Making it personal

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Activity Instructions

Conduct this activity following these instructions.

Note: If time is limited, discuss these scenarios with the large group instead of splitting into smaller groups.

- Divide the group into small teams. Ask the teams to discuss these scenarios and brainstorm ideas for being an ally.
 - You and your best client are out to dinner and he spots a gay couple holding hands at a nearby table. Your client looks at you and says, “Where I come from, that wouldn’t be tolerated.”
 - A co-worker asks you about your transgender colleague who participated in your last face-to-face meeting. “Is she a tranny?” he asks.
 - You and your colleagues are in the cafeteria talking about your holiday plans. A coworker sitting with you (a person thought to be gay and in the closet) is avoiding the discussion.
- After 5 minutes, reconvene the large group and ask each small group to report on their scenario. Allow the large group to ask questions and offer suggestions.
- Debrief the activity with the large group.



Activity Handout

Distribute the *Some Things We Can All Do* Activity Handout.

Include your notes here:

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CONCLUSION AND QUIZ



Extra Feature: *Tom's Story*

- This would be a good place use *Tom's Story*. This optional content provides a good closing message and illustrates how people can make a difference for the business and for each other.
- This feature adds 15 minutes to the length of the session.

Conclusion and Quiz

- Questions/Answers
- What will you do differently based on what you learned today?
- Session Quiz

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Talking Points/Background Information:

Conclude the course

- Conduct a brief Q&A
- Ask questions about next steps
- Take the session quiz
- Thank participants for attending

Quiz Handout

Distribute the quiz.





Include your notes here:

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QUIZ ANSWER KEY

The correct responses are **bolded**.

- 1.) Homosexuality, heterosexuality, and bisexuality are:
 - a. Sexual preferences
 - b. Sexual orientations**
 - c. Gender identities
 - d. Gender expressions

- 2.) True or **False**?
Being an ally requires special training.

- 3.) True or **False**?
To create a welcoming workplace environment, everyone must hold the same beliefs.

- 4.) Effective personal music is:
 - a. Confident
 - b. Calm
 - c. Non-judgmental
 - d. All of the above**

- 5.) What are some of the ways an organization benefits by creating a welcoming, inclusive environment?
 - a. All employees are able to be themselves
 - b. The organization can attract the best talent
 - c. Lesbian, gay, bisexual, and transgender employees are less likely to want to change jobs
 - d. All of the above**

- 6.) The business case for creating a welcoming and inclusive workplace is
 - a. Attracting and retaining the best and brightest people
 - b. Fear of litigation
 - c. Getting fair share of the market
 - d. Having the competitive edge
 - e. All of the above.**

7.) True or **False**?

Gay people who stay in the closet at work are more likely to stay with an organization than are gay people who come out of the closet.

8.) True or **False**?

Homosexual is the preferred term over gay because it is more respectful.

9.) True or **False**?

If a gay person tells a self-deprecating gay joke at work, the best response is to laugh.

10.) True or **False**?

Sometimes a good ally must blame or guilt trip people who are doing or saying the wrong things.

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EXTRA FEATURES

In this portion of the leader guide, you will find information on using the extra video features found on the *Anyone Can Be An Ally* DVD.

You can use these features in a variety of ways:

- Integrate them into the program (we have provided some guidelines to help you see where they might be appropriate)
- Use them to conduct short “lunch and learn” sessions at your organization.
- Review them to give yourself a greater understanding of the content

FAQS

This extra feature is a video segment where Brian provides answers to questions about lesbian, gay, bisexual and transgender issues. It is a great tool for increasing your cultural awareness. To play the video and lead a discussion will take about 20 minutes.



Activity Instructions

Conduct this activity following these instructions.

- Play the video
- Conduct a post-video discussion debriefing the key points of the video segment.

Discussion Questions:

- Did you learn anything new?
- How can you use this knowledge to be a better ally?
- Will this knowledge help you create a more welcoming environment?

TOM'S STORY

This extra video is a great way to end your session. It is a good example of how anyone can make a difference.



Activity Instructions

Conduct this activity following these instructions.

- Play the video
- Conduct a post-video discussion debriefing the key points of the video segment.



Discussion Questions:

- What did you take away from Tom's story?
- How does the organization benefit in this situation?
- How does the individual benefit?

GUIDED IMAGERY

This feature adds approximately 20 minutes to the length of the session.

This extra feature allows the learner to “imagine what it's like,” in a very vivid way. Brian talks you through a world where being straight is not the norm. Participants are asked to imagine what that would be like to grow up straight in gay world. In doing this they will better understand the experiences faced by lesbian, gay, bisexual, or transgender people.



Activity Instructions

Conduct this activity following these instructions.

- Play the video
- Ask participants to make note of their impressions
- Conduct a post-video debrief



Leader Note:

Consider inviting a lesbian, gay, bisexual, or transgender guest speaker to facilitate this session and add their unique insights.



Discussion Questions:

- How hard was it for you to imagine this?
- What were your impressions and thoughts about this video?
- Did you have any “ah ha” moments?
- How would you feel in this situation?
- Who would you talk to?

INTERVIEW WITH BRIAN

This is a behind-the-scenes conversation in which Brian shares more about the challenges of doing this work, and how best to use this program.

Topics include:

- This issue can be harder to be an ally on....
- People need help understanding the issue.....
- When you train on lesbian, gay, bisexual and transgender issues....
- When I train, the first thing I do....
- What motivates Brian to do this work....

The interview is designed for trainers and facilitators, but with the right set-up, could also be used for participants.

For Evaluation Only - Not for Training

APPENDIX

VIDEO TRANSCRIPT

Anyone Can Be An Ally

Speaking Up for an LGBT Inclusive Workplace
with Brian McNaught

Montage

Mario

I'm not homophobic, but why do gay people need to talk about it? I don't talk about what I do in bed.

Susan

Why do they have to keep talking about it? Gay this. Gay that. And now, transgender?

Mario

Bisexual? Really?

Susan

What about my religious views?

Sonya

A tranny! In the women's room in a dress. Can't I even get some privacy in the women's bathroom?

Charley

I'm gay, and even I don't understand the transgender thing.

Susan

How come they can say they're gay, but I can't say that I disapprove of their lifestyle?

Pedro

I know she's in a relationship with another woman but I don't know what to call her –

Sasha

I'm pretty sure one of my clients is gay.

Pedro

Wife? Girlfriend? Roommate?

Sasha

I want to say something, and I thought about telling him my brother is gay, but I don't know how to bring it up.

Jim

I want to be supportive, but I don't know how. I'm afraid I'll just make things worse.

Calvin

Some people seem a little awkward around me. That kind of makes it hard for me to feel like we're a team.

Charley

My manager always asks everyone else about their weekend, but skips right over me.

Kim

No one asks who the woman is in the picture on my desk. I want to tell them that she's my girlfriend but I'm afraid to say anything.

Charley

It's just like I'm invisible.

Kim

I want them to ask.

Esme

I can't believe my manager still says, "lifestyle." It's a life.

Tony

When I hear a straight person say 'sexual preference,' it's like fingernails on a chalkboard for me.

Esme

I want to say something to him, but I don't know what to say.

Mike

Sometimes the silence feels like hostility. I know they mean well, but it's like they put a wall around me. I want to reach out and break the silence, but I just don't know how. And neither do they.

Jim

A friend of mine, good guy, real good guy. Worked with him for a lot of years. Came out and confided in me that he was gay. I just don't know what to do. I don't know how to handle it.

Brian

Despite all of the advances that have been made on protecting gay, lesbian, bisexual, and transgender people from discrimination, sometimes the workplace doesn't feel all that welcoming. It takes time for people to catch up with the policies. Policies don't change the culture. Individual behaviors do.

I'm Brian McNaught and for nearly 40 years I've been helping organizations understand and effectively respond to gay, lesbian, bisexual and transgender issues in the workplace.

It's my experience that despite all the good policies that organizations put in place, many people don't know how to speak about these issues with their lesbian, gay, bisexual, and transgender co-workers. It's like trying to speak a foreign language. Those of us who have been to a foreign country and not known the language can relate to what I'm saying. Sexual orientation and gender identity are foreign languages. We didn't learn about them at home or in school. Thus, people feel anxious - they don't know what to say or the right words to use: sexual orientation or preference? Do you say partner or roommate?

Rather than make a mistake, they stay silent. And for the gay, lesbian, bisexual, and transgender people who are looking for cues whether their workplace will be respectful and support coming out, silence is often interpreted as hostility or discomfort.

I find that when you understand the problems lesbian, gay, bisexual, and transgender people face in the workplace, you can better understand why it's so important to speak up, even if you fear making a mistake. Let's listen to why some of our coworkers feel marginalized or invisible.

Stories

Maria

I came from the generation that didn't talk about being gay. I kept to myself at work, had a few friends, but never told them anything about my home life. Then my mom died of a brain tumor. I was devastated. The word got out at work about her death and the funeral. My whole office shows up at the funeral home. And what did I do with my partner of 30 years? Eleanor stood in a corner the whole time. I pretended that she was just a friend.

Kim

People at work already dismiss me because I'm young, because I'm hispanic, and because I'm a woman. You think I want to tell them I'm bisexual, too? I was out in school. I'm out with my family and friends. But there's no way I'm going to risk losing what little status I have at work by telling them this about me.

Joanne

You know what? I'm tired of being identified as "the transsexual." I'm a woman, and I'm ready to move on with my life. I went through hell to get to where I am today. I suffered years of emotional stress. I spent hours in therapy trying to figure out how to get my brain in sync with my body. I lost a lot of friends and spent a lot of money when I decided to have gender confirmation surgery. And now, after all of that, I have to worry about what bathroom I go to?

Tony

I'm pretty open with my team members. I even talk about wanting to get married. But one day my manager dropped a bomb on one of our conversations. He came over and said, "I don't care what the company says, and no offense to you, but I think it's a sinful lifestyle." I was shocked. I felt like I'd been kicked in the stomach. I didn't say anything. Even worse, no one else said anything either. They just walked away. I stewed about it all day.

Calvin

One day at work, I was with friends and this guy behind us says, "You fag." I turn around and

see that he was on the phone. He said to me, “No offense, you know? We’re just screwing around. It’s just a word, right?” The manager saw what happened and later he came over and says, “I’ll speak to him, but I’m sure he didn’t mean anything by it. Let’s not make a big deal out of it, okay?” What am I supposed to do with that? I hate the word “fag.”

Brian

Imagine what it’s like for a closeted gay or transgender person at work to need to completely separate their personal home life from their work life. This means no phone calls that can be overheard, no pictures of loved ones on the desk, no honest personal dialogue with co-workers. No wonder so many closeted employees change jobs more often than others.

When gay, lesbian, bisexual, and transgender people don’t feel safe and valued at work, productivity goes down, and organizations fail in their efforts to attract and retain the best and brightest talent.

Many organizations realize this, and have created clear policies on the issues. But in order for the climate to change, gay, lesbian, bisexual, and transgender people need allies to speak up for respect and inclusion.

When people ask how to become an ally, I tell them it’s like a song. With a song, you have words and music. Using the right words, such as sexual orientation rather than sexual preference is really important, but so is having the right music.

An ally needs to speak up with composure and confidence. Our manner is our music.

An ally also needs to be clear and concise, but also welcoming and encouraging.

Allies don’t blame or guilt trip, but they don’t back down either. All of that is their music. So, what do you say, and how do you say it? It depends on the circumstances.

For instance, if there’s a serious problem that needs to be addressed immediately, the manager could step in and say:

Mary

There will be no talk or behavior here that is unwelcoming or excluding. Gay, lesbian, bisexual, and transgender employees are valued by me and this organization. If you have a problem with it, come see me.

Brian

She was concise and convincing. She didn’t place blame but he was clear that she wasn’t going to back down either.

Pedro

My friends make fun of gays all the time. I hate to admit it, but I’ve laughed at the jokes.

Jami

I used to laugh, too. But then I saw or read something that changed my thinking. Imagine living since you were a child with a secret you can’t tell anyone, not even your parents, because

you're afraid they won't love you anymore. Being gay is not a choice. All any of us want, including gay people, is to feel safe and valued.

Brian

She didn't guilt-trip. Did you notice how she said, "I used to feel like that"? She's showing empathy, but she's not agreeing. She goes on to say why she changed, and then she educates her colleague.

We all know that words have power. Supportive words encourage and inspire us. Stereotypical or derogatory words demean us, and they distract us from our work.

Learning the correct words is important because it shows that we are making an effort to know and understand the issues.

Tony

I have a sexual orientation, not a sexual preference. My life partner is my spouse, boyfriend, or husband, not my roommate.

Rhydia

Being gay or lesbian is not an alternative lifestyle, anymore than being left-handed is a lifestyle.

Tony

When I'm telling you that I'm gay, I'm telling you it's who I am, not what I do.

Rhydia

It's not a choice. It's who I am.

Joanne

I'm not a "he-she" and I'm not a "tranny." I am a transgender woman. The procedure I went through to change my male body to match my female gender identity is called a transsexual transition, or sometimes just transitioning.

Mike

I prefer "gay." There's nothing wrong with "homosexual" but it feels formal, like using my last name rather than my first.

Brian

Here are some things we can all do to create a more welcoming environment:

Become culturally competent – read books, go to films and attend diversity classes that help us better understand what it's like to be a gay, lesbian, bisexual, or transgender. Many of us have done this on issues of race, gender, or disability. It's no different.

Always assume there is a gay, lesbian, bisexual, or transgender person present, or someone who cares about them. That way, your language will be inclusive.

Speak up, even when the joke or offensive comment is made by a gay or transgender person. Our silence is interpreted as consent. At least say, "Ouch!" Better yet, say, "That's not funny."

Or “That’s not helpful.” Or “That’s not okay with me.” Personalize it. Let people know of your connections with gay, lesbian, bisexual, and transgender people.

Angie

When I saw how hard it was for my friend, I had to take a chance and speak up.

Brian

Let’s face it. Staying silent is easy. Speaking up can be hard. But it’s the important thing to do if we want to create a welcoming environment.

Scott

I noticed how many jokes were about gays and I just said, hey, that’s not funny, okay? It was scary because I thought I might be targeted, but then I heard my co-worker speak up too, and that felt good. I think we made a difference.

Conclusion

Brian

If you hear an inappropriate comment, say something, and say it with a confident voice. That’s what I mean by getting the music right. You’ll find that your organization supports you, and the overwhelming majority of your colleagues do too.

You may never fully know how much of a positive impact you’ve had on the lives of other people... and on the workplace culture. Speaking up for respect is always the right thing to do. Allies have the power to change the culture, and anyone can be an ally.

Ending montage

Jami

I’ve been an ally on this issue for a long time and I’ve gotten far more out of it than I’ve put into it.

Jerry

I used to feel that way, I used to say the same things, until I realized - I was hurting people I love.

Daniel

My daughter is a lesbian. At first, it was hard for me to accept, but now I respect her for who she is and I am so proud she has the courage to live authentically, and I love her very much.

Esme

My mom, my dad are my biggest allies... and my grandmother too.... anyone can be an ally!

Jerry

I think anyone can be an ally ... and they ought to be.

Jim

Anyone can be an ally.

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Calvin

Anyone can be an ally.

Sasha

Anyone can be an ally.

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ABOUT BRIAN MCNAUGHT

“ No one has done a better job of chronicling what it is like to be gay in America.”

U.S. Congressman Barney Frank

Named "the godfather of gay sensitivity training" by The New York Times, Brian McNaught is considered the world's leading corporate diversity consultant dealing with gay, lesbian, bisexual, and transgender issues in the workplace. His web “Manager’s Guide on Gay and Transgender Issues” is used widely in mentoring corporate executives on the most challenging workplace questions.

Since 1974, Brian has drawn on his personal experiences, and his skills as a certified sexuality educator, to help audiences understand what it's like to grow up gay, and to deal with the common daily challenges faced by gay and transgender people at work, at home, in their churches, and in their neighborhoods around the globe. He has addressed hundreds of professional and university audiences, and trained thousands of corporate executives throughout North America, Europe, and Asia, including those at the National Security Agency (NSA), Bank of America Merrill Lynch, Goldman Sachs, Toronto Dominion Bank, Deutsche Bank, Citigroup, Credit Suisse - First Boston, JP Morgan Chase, UBS, Chrysler, Ford, Morgan Stanley, Merck, DuPont, Hewlett-Packard, Motorola, S.C. Johnson & Sons, Chubb, SONY, St. Paul Cos., , AT&T, Lehman Brothers, Lucent, Avaya, Agilent Tech., NCR, Brookhaven National Labs, Battelle.

Brian has produced and/or is featured in six critically-acclaimed educational videos and DVDs, three of which aired on PBS stations nationally, and is the author of six books, all of which have been used as college texts. Brian is the host of the Provincetown TV program “Stonewall Portraits: Profiles in Pride,” he wrote a syndicated column in the gay press for 12 years, and has contributed to numerous national publications. His work appears in six college textbooks, and in several anthologies of gay/lesbian non-fiction literature. He was also the co-host of a seasonal radio program in Provincetown, MA.

During the early 1980's, Brian served as the Mayor of Boston's Liaison to the Gay and Lesbian Community, the first position of its kind. As such, he conducted a citywide study of constituent needs, initiated and coordinated the city's response to the AIDS epidemic, and trained police, health and other service providers. More recently, Brian served as an advisor to former Surgeon General David Satcher at Morehouse School of Medicine on his national sexual health initiative.

Brian McNaught earned his B.A in Journalism from Marquette University. He is certified by the American Association of Sex Educators, Counselors and Therapists (AASECT) as a sexuality educator. He and his spouse Ray Struble live in Ft. Lauderdale, FL and Provincetown, MA.

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You may also be interested in our other Diversity & Inclusion training programs:

- ***Ouch! That Stereotype Hurts***
How to speak up in the face of demeaning comments and stereotypes.
- ***Ouch! Your Silence Hurts***
Why people don't speak up and how to help them speak up.
www.Ouch-Video.com
- **Inclusion Insights with Steve Robbins**
Shows how the Creativity & Inclusion approach to diversity and inclusion works by seeking different perspectives, new ideas, knowledge and experiences.
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