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## GLOSSARY OF TERMS: A QUICK GUIDE TO PROPER TERMINOLOGY

A proper understanding of the varying identities under the LGBTQ+ umbrella and associated terminology is a crucial first step in creating a respectful work environment for LGBTQ+ employees. The list below, while not all-inclusive, is a good starting point for educating your employees and creating a common understanding.

**Sexual orientation:** A person's emotional, romantic, or sexual attraction to other people. (e.g. heterosexual, lesbian, gay, bisexual, pansexual, and asexual). Some may describe their romantic orientation discretely from their sexual orientation (e.g. heteroromantic, homoromantic, biromantic, panromantic, and aromantic).

**Sex assigned at birth:** The sex assigned to a child at birth based on their external anatomy.

**Gender identity:** A person's internal understanding of their gender. While sexual orientation and gender identity are both intrinsic, one does not imply the other.

**Transgender:** Describes people whose gender identity corresponds with their sex assigned at birth.

**Gender nonconforming:** An umbrella term for people whose gender identity differs from their sex assigned at birth.

**Gender atypical:** Describes people whose gender identity does not align with being a man or a woman. They may identify as both, somewhere in between, or with a gender that falls entirely outside of these categories. Examples include **genderfluid** and **genderqueer**.

*Some people who identify as transgender may also identify as nonbinary and vice versa. However, these terms are not interchangeable.*

*Certain racial and ethnic groups might have other, more culturally-specific terms that they prefer to describe their LGBTQ+ identity.*

**Gender expression:** A person's external expression of their gender (e.g. names, pronouns, clothing, hairstyles, voice, etc),

**Questioning:** Describes people who are in the process of exploring their sexual orientation or gender identity.

**Outing:** Exposing another person's LGBTQ+ identity to others without their permission.

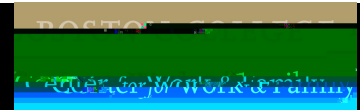
**Coming out:** Process in which an individual acknowledges and accepts their LGBTQ+ identity and shares that with others. The opposite of this is referred to as **passing**, when an individual actively conceals their their LGBTQ+ identity.

**Queer:** An umbrella term for people who are not heterosexual and/or cisgender. While historically used as a slur, this word has been reclaimed by many LGBTQ+ people.

**Gender dysphoria:** Distress stemming from the disconnect between an individual's gender identity and their sex assigned at birth. Experiences of discrimination (e.g. being forced to use facilities that do not correspond with one's gender identity) can further compound distress.

**Transitioning:** A series of processes that some people may undergo in order to live in alignment with their gender identity. These may differ person to person, but can include **gender affirmation therapy** (e.g. changing pronouns), **top surgery** (e.g. reconstructive surgery), and **bottom surgery** (e.g. changing legal name). Transgender people may choose to undergo some, all, or none of these processes.

**Gender-affirming care:** Refers to any services or procedures that empower an individual to better align themselves with their gender identity and relieve gender dysphoria. It can be **medical** (e.g. hormone replacement therapy),



## The LGBTQ+ Workforce: Understanding their Experience

**An understudied population** – 67% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients. 40% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients. 40% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients.

**Coming out and feeling safe at work** – 67% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients. 40% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients. 40% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients.

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40% of LGBTQ+ employees are not out at work.

54% of LGBTQ+ employees remain closeted to their customers and clients.

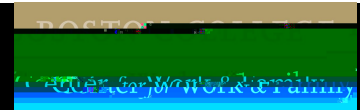
40% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients. 40% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients. 40% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients.

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Women and junior-level employees are the least likely groups to be out at work.

67% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients. 40% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients. 40% of LGBTQ+ employees are not out at work. 54% of LGBTQ+ employees remain closeted to their customers and clients.



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For every \$1 earned by a typical worker...	
LGBTQ+workers overall earn .....	90¢
Trans men earn .....	70¢
Non-binary workers earn .....	70¢
Trans women earn .....	60¢
LGBTQ+American Indian/Alaska Native women earn .....	60¢

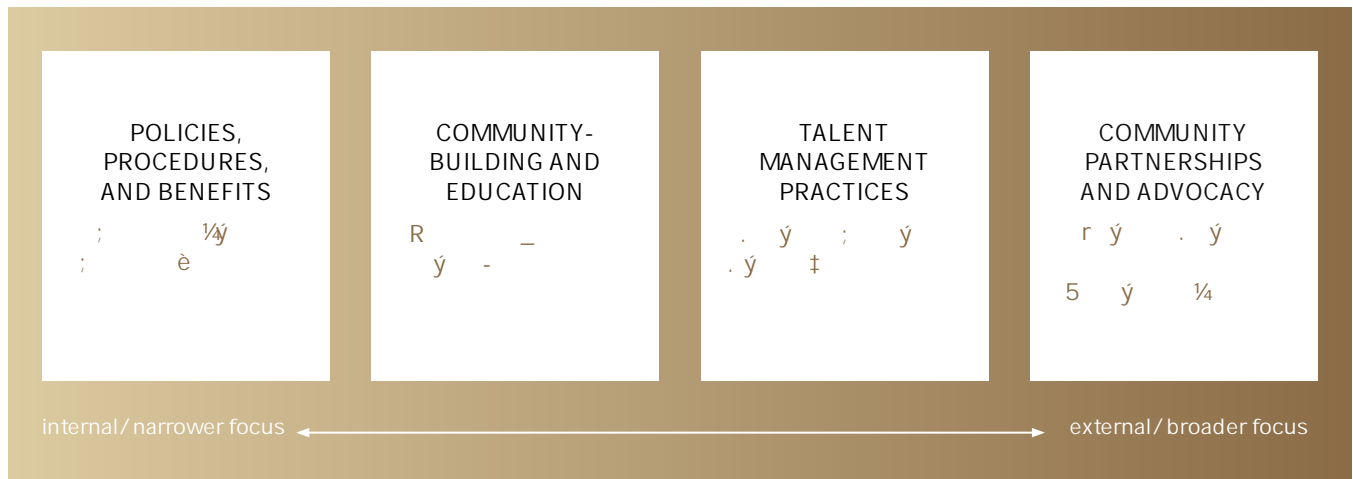
Source:



## Safety, Equity & Community Model

### A Practical Guide to Create a Better Workplace for LGBTQ+ Employees

Four essential pillars of the Safety, Equity & Community Model are: Policies, Procedures, and Benefits; Community-Building and Education; Talent Management Practices; and Community Partnerships and Advocacy. These pillars are interconnected and support each other to create a better workplace for LGBTQ+ employees.



## POLICIES, PROCEDURES, AND BENEFITS

### Ensuring Safety, Equity & Wellbeing

**Protective policies** are those that ensure the safety, equity, and wellbeing of LGBTQ+ employees. These policies are essential for creating a supportive workplace environment.

Key elements of protective policies include: clear communication, consistent enforcement, and regular updates to reflect current best practices.

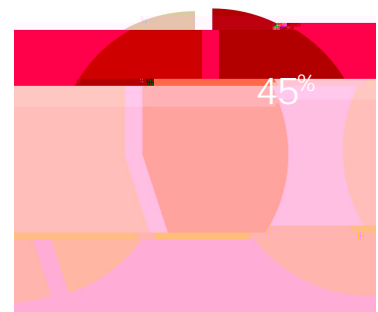
Organizations should ensure that their policies are inclusive and equitable, covering all aspects of the employee experience, from hiring and promotion to benefits and termination.

Regular training and education for all employees is crucial to ensure that everyone understands and respects the organization's policies and values.

**Inclusive and equitable benefits** are those that provide all employees with the same level of support and resources, regardless of their gender identity or sexual orientation.

LGBTQ+ workers who agree that enforcement of policies is contingent on supervisor's feelings towards LGBTQ+ individuals:

Source: [HRC](#)







## OUTER FOR WORK & FAMILY

### PROGRAMS & ALLYSHIP

Salesforce has implemented programs that strengthen support for the LGBTQ+ community and foster a more inclusive work environment.

**Commitment.** Salesforce committed to 50% of the U.S. workforce being made up of underrepresented groups, including LGBTQ+ employees, by 2023 -- and the company reached that goal one year early.

**Community.** Outforce, one of the largest Equality Groups, brings together LGBTQ+ employees and their allies. There are 8,700 Outforce members, across 38 chapters - including ones in Japan and India, the latter with a history of anti-gay laws.

**Pride.** Every year, Outforce lead





## COMMUNITY-BUILDING & EDUCATION Fostering Inclusion and Belonging

Listening strategies: surveys, focus groups, and interviews. 5  
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### A MODEL FOR ALLYSHIP

1. Take responsibility for your behaviors. Making mistakes is a normal part of the process. Be open to making amends.
2. Interrupt and disarm microaggressions. Speak up for your colleagues and challenge out-of-line comments.
3. Make space, don't take space. Bring in diverse voices during meetings and discussions.
4. Use your platform. Give visibility to underrepresented colleagues.
5. Stay dedicated. Being an active ally is an ongoing journey

Adapted from [Salesforce](#)



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## COMMUNITY PARTNERSHIPS AND ADVOCACY Leading Change through Authentic Displays of Support

Community partnerships are a critical component of an organization's commitment to diversity, equity, and inclusion. These partnerships can help organizations create a more inclusive and supportive work environment for all employees. By partnering with community organizations, organizations can gain valuable insights into the needs and experiences of diverse employees and develop more effective support strategies.

Organizations should consider the following factors when developing community partnerships:

1. Identify community organizations that share your organization's values and mission.





### USEFUL RESOURCES

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