

Understanding LGBT Inclusion

This half-day session helps participants understand LGBT inclusion as a business imperative for attracting, retaining and fully engaging top talent, as well as accessing key business markets and client bases. Participants assess their organizational and/or departmental climate against proven best practices for promoting LGBT inclusion, identify priorities and then create personal action plans for supporting an inclusive climate for people of all sexual orientations, gender identities and forms of gender expression.

Leading and Managing LGBT Inclusion

This half-day session builds on the awareness provided in our Understanding LGBT Inclusion program, and provides leaders, champions, managers and other allies the competencies necessary to ensure that LGBT inclusion becomes fully integrated into their organization's culture. Using common managerial dilemmas and real life leadership opportunities, participants identify best practices for preventing these challenges, and responding with candor and care to inevitable concerns such as faith based conflicts and fear of backlash. Finally participants develop an individual leadership plan for promoting LGBT inclusion within their sphere of influence.

Transgender Transitions

This half-day session builds on the awareness provided in our Understanding LGBT Inclusion program and provides participants an understanding of how gender identity and gender expression are core components of everyone's sexual identity. This session offers the context through which participants build their understanding and commitment to transgender inclusion as an important workplace issue. Resolving issues and dispelling myths related to transitioning, such as dress code/appearance, name/pronoun changes, questions about restrooms/locker rooms, and disclosure to customers/clients are all addressed. This session can be customized specifically for leaders and managers to include information on how to establish a strategic communications plan, educational workshops and inclusive policies for addressing common workplace transitioning issues targeted to supporting and educating all employees before, during and after transition.



Are you working in a closet?
Is your workplace safe for lesbian, gay,
bisexual and transgender people?
Are you an ally for your LGBT coworkers,
customers and community?
Do you have more questions than answers?

Diversity Matters™ can help

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DIVERSITY MATTERS™
a service of FRIEND & ASSOCIATES

Diversity Matters™ is a team of seasoned professionals committed to giving voice to the power of diversity and inclusion in the workplace and in the world. Our weekly on line talk radio show, customized podcasts, dynamic training and development services, and unique organizational assessment processes help our clients harness the power of a diverse workforce for their sustained competitive advantage.

Since the early 1980s, Diversity Matters™ co-founder, Dr. Richard Friend has been actively involved in research, training and consulting on sexual orientation, gender identity and gender expression as organizational issues. Our LGBT inclusion learning solutions uses best practices developed over the past twenty-five years.



The Diversity Matters™ LGBT Inclusion Team

Our LGBT Inclusion team members are highly skilled and experienced educators and workplace experts who excel at building learning environments that provide participants the opportunity to ask questions and have their concerns addressed in a safe, informative and professional environment. Using their own stories as lesbian, gay, bisexual, and transgender people or as allies, our team models how to give voice to the power of LGBT inclusion in the workplace.



Rachael Evelyn Booth was born Ricky Eugene Thompson in the early 1950s in rural northwestern Ohio. Ricky joined the Navy, becoming a Mandarin Chinese and Arabic linguist. At the age of 41 Ricky transitioned to Rachael and is now a retired computer scientist in her mid 50s. Rachael has devoted her life to helping the transgender community by speaking publicly at universities, colleges and hospitals to enhance awareness and understanding of the transgender experience. Rachael is the author of the book *Star Light, Star Bright: The Story of a Wish Come True* which gives voice to the challenges she has faced, and the courage and resilience with which she has mastered these obstacles. She has three children and four grandchildren that she treasures.



Judy Seidenstein brings over 15 years of dynamic leadership experience in the learning and development, and organizational effectiveness arenas.

She has consulted and facilitated in the areas of diversity and inclusion, high performance team development, culture change and leadership effectiveness, across North America as well as Latin America, Europe, Asia and The Middle East. In her role as Director of Global Diversity at Nortel Networks, Judy provided corporate level leadership and strategic direction in the development and implementation of the company's diversity culture change initiative. Judy co-founded, co-produces and co-hosts, the weekly online talk radio show *Diversity Matter™*. Judy's personal mission is to assist organizations in the creation of inclusive work environments that maximize effectiveness, innovation, and exceptional employee and customer satisfaction.



Lori Fox served as a Director of Human Resources and Business Partner for McDonald's Corporation, living and working throughout the United States and Asia; consulting in unique cultures, with unique people. Lori works as a diversity / employment / image consultant, and is a frequent speaker and facilitator on LGBT issues on university campuses and organizations throughout the US. As a Transgender woman, Lori has served in leadership, training and coaching roles in a diversity of local and national organizations, and truly lives her life with a passion for authenticity.



Joseph Wheeler has specialized in diversity and inclusion since 1993 and has worked in a number of Fortune 500 and Fortune 100 companies to prepare them to be effective in an increasingly diverse marketplace. He has conducted hundreds of diversity training sessions and has created and conducted Advanced Facilitation Courses for diversity trainers and consultants. A sample list of clients includes GlaxoSmithKline, Deutsche Bank, Deloitte, Pfizer, Nestlé Purina Pet Care, Defense Intelligence Agency, and others. Having been involved for a number of years in public health, he served on a number of national training teams and authored training curricula that received national distribution. Joseph has a Master of Arts degree in public health education from The Ohio State University and has designed and implemented educational initiatives to develop the competencies of health care professionals to provide HIV prevention and service to LGBT clients.



Richard Friend, Ph.D. served on the faculty of the University of Pennsylvania's Human Sexuality Program for nearly fifteen years where he conducted research and taught courses on dismantling homophobia and heterosexism in order to promote inclusion. He has published numerous articles and chapters on the subject of LGBT inclusion and continues to work with leaders and organizations to fully integrate LGBT inclusion into workplace diversity efforts. Richard currently serves on the faculty of Carnegie Mellon University's H. John Heinz III School of Public Policy and Management's Programs in Executive Education. Richard co-founded, co-produces and co-hosts, the weekly online talk radio show *Diversity Matter™*. He is committed to creating a world that works where people recognize, celebrate and utilize our similarities, differences and interdependence.



Angela R. Gillem, Ph.D., is a Professor of Psychology at Arcadia University. She served three years as Assistant Dean of Multicultural Affairs at Haverford College. She is an officer and

2004 conference co-coordinator for the Association for Women in Psychology (AWP), and a member of the divisions on psychology of women, psychological study of ethnic minority issues, and psychological study of lesbian, gay and bisexual issues of the American Psychological Association (APA). Her honors and awards include the 2001 APA Division 44 Distinguished Racial/Ethnic Diversity Contribution Award; the 2004 AWP Christine Ladd-Franklin Award for Distinguished Contributions to Feminist Psychology; the 2005 APA Presidential Citation in Recognition of Visionary, Creative, and Courageous Leadership for her service on the steering committee of the 2005 APA National Multicultural Conference and Summit; the 2006 Arcadia University Cultural Ally Award "for dedication to students of color, to LGBT students, and to multiculturalism on and off campus", and the 2007 AWP Florence Denmark Distinguished Mentoring Award. She teaches and publishes on issues in multicultural psychology and her current research area is multicultural counseling and psychotherapy competency.



Mary Nations partners with groups to establish and enhance effective connections – between people, processes, systems, and strategies. Within a corporate setting, Mary has led large-scale

change projects, facilitated cross-functional international teams, and provided individual coaching. In addition, she has helped nonprofit agencies with board development, executive coaching and strategic planning. She excels in helping individuals and teams adapt and stay productive in a changing environment. With a commitment to ongoing learning, Mary has earned a Master of Science in Organization Development from American University/ NTL Institute, a Business Coaching Certificate from Duke Continuing Studies, and a Diversity Practitioner Certificate via the NTL Institute.



Reanne Yuk Mui Lani Young-Sorge has over 15 years experience as a

consultant, educator and psychotherapist, specializing in cross-cultural issues, cultural shame and depression. She has conducted diversity awareness and skills workshops, train-the-trainer sessions and cultural assessments for professional service organizations and major global corporations, non-profits and the government. A dynamic diversity and inclusion trainer, Reanne is also a psychotherapist in private practice. Ms. Young holds a master's degree in clinical psychology from Antioch University.



Wayne V. Pawlowski is a nationally and internationally recognized educator, having provided training in 49 of the 50 United States as well as in 13 nations including Russia, the Philippines, Chile, Costa Rica, the Czech Republic, India, Zimbabwe, Morocco and Benin. He has worked for over 20 years teaching about and promoting LGBT inclusion. Wayne's work over the years has been recognized with such awards as the First annual "Educators Award" from the National Family Planning and Reproductive Health Association (1995), and the Planned Parenthood "Mary Lee Tatum Award" (2004) and "Golden APPLE Award" (1993). He is a Licensed Independent Clinical Social Worker (L.I.C.S.W) in the District of Columbia, and a member of the Academy of Certified Social Workers (A.C.S.W.).



Noelle Richardson was born in Guyana and moved to Canada in her early teens. She obtained a BA in Sociology from the University of Windsor. She has over thirteen

years of broadcast experience, ten of which were with the Canadian Broadcasting Corporation (CBC), anchoring local, national, and international newscasts. In 1996, Noelle left the CBC and worked as a freelance anchor with CTV News One. Noelle consults with clients on their implementation and strategic approach to dealing with issues of diversity at work. Her impressive speaking and facilitation skills have earned her a long list of public appearances. Noelle has worked extensively in South Africa and in many countries in East Africa. As a visible minority female who has moved from one culture to another and has achieved success within a major Canadian corporation, Ms. Richardson brings first hand knowledge of the issues and opportunities related to diversity in the workplace.



Elizabeth Schroeder, Ed.D. has taught and provided trainings throughout the United States and overseas to thousands of professionals, specializing in lesbian, gay, bisexual and/or transgender

issues. Internationally, she developed adult peer educator and teacher training programs on sexuality and reproductive health in Kathmandu, Nepal, and has contributed to several counseling and training curricula for international use. An Assistant Professor at Montclair State University, Dr. Schroeder earned a Master's Degree in Social Work from New York University, and a Doctorate of Education from Widener University.