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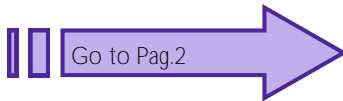
## NEWSLETTER N. 4 December 2016

### The product LGBT+@WORK



At the end of the long and challenging content adaptation work of the Good starting Practice CROSSING DIVERSITY, Partners have finally realized Manual and 5 Thematic maps containing the tools and Diversity LGBT methodologies + turned to the Human Resources Officers, Diversity Manager, consultants / trainers, Entrepreneurs to make them able to fight discrimination against workers lesbian, gay, bisexual, transgender and promote appreciation of diversity linked to identity and sexual orientation in workplaces.

The resulting product was titled LGBT + @ WORK. Reduce discrimination towards people Lesbian, Gay, Bisexual and Transsexual + to work. training tools and advice for Companies and Firms.



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### The E-Learning Area containing tools and methodologies of LGBT Diversity for Companies

In the project site [www.d-work.eu](http://www.d-work.eu) has been prepared the section e-learning (available in all languages of the Partnership, and English) through which you can access

- ◆ To the guidelines for the use of tools and methodologies contained in the product LGBT@WORK
- ◆ to Manual and 5 Thematic maps that make up the LGBT + @ WORK.

To enter in Area E-Learning must register and fill out a form through which the user gets the login credentials and provides some information about yourself: name, gender, age, city, country, education, name and industry Organisation membership, professional rôle.

Next, you choose your working language and enters the training, that are covered: instructions for use, detailed description of the proposed contents, a navigation map that allows you to move quickly from one text. At any time and from any page of the course, through a drop down menu, the user can choose to read the content in another of the available languages, thanks to mirror the structure of the created pages for each language of the Partnership.

Partners in addition to the online version, decided to carry on a paper version of the product that has been printed in a larger number of copies in Italian and English. Anyone wishing to receive a printed copy, please send an email to: [ale.antinori@cirses.it](mailto:ale.antinori@cirses.it).

# The product LGBT+@WORK

LGBT+@WORK is a set of tools and methodologies aiming at enhancing LGBT+ diversity at work. It proposes a wide range of options and action methods, to be implemented within businesses and companies in order to fight against discrimination on grounds of sexual orientation and gender identity; but, most importantly, to strengthen the ability to acknowledge, accept, and enhance the differences that lesbian, gay, bisexual, and transsexual (LGBT+) people bring into their work environment.

Actually, the Project's basic idea is that discrimination – including discrimination on grounds of gender identity and sexual orientation – originates from the same fear for others perceived as “strange” or as “abnormal”, which may have a negative impact on businesses in various areas. It might have negative effects on relations among colleagues, on their work performances, and on the identification and enhancement of talent.

In more tangible terms, discrimination may entail loss of productivity and competitiveness for the relevant companies. LGBT+@Work Hence, LGBT+@Work places special focus on all aspects relating to Diversity Management, that is, a set of measures and policies aiming at favouring all types of diversity within businesses, with special emphasis on LGBT+ diversity, in order to strengthen their business potential.

◆ **The direct target groups** of the aforesaid tools and methodologies include HR managers, Diversity Managers, business consultants, and business owners who wish to improve – through a better knowledge of LGBT+ related issues – the organisational wellbeing of their staff by minimising discontent and mobbing of LGBT+ employees, thus strengthening their loyalty and becoming more competitive in facing the challenges and the requests of ever-evolving markets and socioeconomic scenarios.

◆ **The indirect and final target groups** of LGBT+@Work include, of course, LGBT+ personnel. We wish them to be able to work in more friendly and open work environments, where they could also share their sexual orientation and identities – if they want to do so – thus not being obliged to hide in fear of being downgraded, marginalised by their colleagues and/or superiors, or even fired. However, the Handbook and Theme Guide target groups also include all workers. In fact, as several Diversity Management studies have shown, a more inclusive work environment where diversity – including LGBT+ diversity – is accepted and enhanced produces benefits for all parties involved, including the carriers of differences and those who interact with them daily at work.



LGBT+@WORK consists of a Handbook – with a short introduction on Diversity, on LGBT+ Diversity, and on Diversity Management; an Appendix, composed of 8 chapters (namely, a Glossary, LGBT+ Symbols, references, Regulatory References, Diversity Maps, Useful Addresses, Lists of Movies and Songs) as well as 5 Theme Guides providing detailed information on :

1. Sexual Identities
2. Diversity Management and LGBT+
3. Coming out
4. Discrimination VS Wellbeing At Work
5. Suggestions for the implementation of LGBT+ Diversity policies and measures

The Theme Guides aim at helping the reader to better explore an unknown (or not well-known) subject, linked to LGBT+ diversity. The various topics are presented in a specific order. It is however up to the reader to decide where he/she wishes to start. Those users who read the Handbook and Theme Guides systematically, from the beginning to end, will note that some information is repeated several times, as the theme guides have been designed in such a way as to allow their target groups to use them individually. Theme Guide 5 was developed in order to offer businesses the opportunity to introduce LGBT+ Diversity measures, step by step. A specific training program and special septs have been designed with a view to highlight both the cultural/ethical benefits, and the business/financial benefits entailed by the introduction of the aforesaid policies and measures.

## Theme Guide structure

At the beginning of each Theme Guide, its purpose is stated through a phenomenological introduction on the themes that are tackled in the Theme Guide in order to reach the stated objective. Sub-paragraphs aim at **widening the reader's observation and, hence, action scope**, by presenting different standpoints and approaches to the problems relating to the topic under consideration. The Theme Guides present a variety of strategies that can be **also used by the reader to produce benefits in his/her professional life, as they propose a change in the individual's perspective** involving his/her ethics.

## “Tools”

The Theme Guides propose a set of tools that mat be used, in different situations, in the work environment. The exercises are presented based on a fixed structure. There is the objective section, where the purpose of the exercise is explained; how to make the exercises; duration, that is, the time required to make the exercise. The only exceptions are the questionnaires (one for businesses, and one for workers) included in the exercises of Theme Guide n° 5.

The product has been made in all languages of the Partnership - Italian, Spanish, German, French, Bulgarian - and English, and is accessible from the E-Learning accessible from [www.d-work.eu](http://www.d-work.eu) site.

## The Laboratories for testing LGBT+@WORK contents

In each of the Partner Countries have been carried out of testing laboratories of the contents of the product + LGBT @ WORK loaded into the Area E-Learning accessible from www.d-work.eu project site.

The participants in these meetings were the direct recipients of the Manual and 5 Thematic maps: Human Resource Officers, Diversity Manager, consultants and / or trainers, entrepreneurs.

Partners have therefore drawn up a plan for the implementation of workshops and shared guidelines, in order to gather homogeneous and comparable data from the amount recognized, as well organized:

| INTRODUCTION  |            |
|---|------------|
| <ul style="list-style-type: none"> <li>Introduction of all participants (name, function in the company, type of company; if participants work in different companies, sector) → Ice-Breaking</li> </ul>   | 5 MINUTES  |
| <ul style="list-style-type: none"> <li>Short presentation of the Project, of its goals, and the LGBT+@WORK deliverable (what it consists of, what are its aims)</li> </ul>  | 15 MINUTES |
| <ul style="list-style-type: none"> <li>Presentation of the training day → Training structure:                             <ol style="list-style-type: none"> <li>Presentation of the project web site and of its e-learning section</li> <li>Presentation of the structure of LGBT+@WORK Deliverables – Including the Handbook, the Appendix, the Theme Guides, and the exercises</li> <li>Duration: – about 3 hours</li> </ol> </li> </ul> | 10 MINUTES |

| WORKSHOP   |            |
|--|------------|
| <ul style="list-style-type: none"> <li>Presentation of the project web site and of its e-learning section:                             <ol style="list-style-type: none"> <li>asking participants to log on to the web site and surf it (also tablet and smartphone compatible)</li> <li>showing how to access the e-learning section</li> <li>asking to do the registration, by filling in a short questionnaire for getting a username and a password</li> </ol> </li> </ul>   | 10 MINUTES |
| <ul style="list-style-type: none"> <li>Accessing the HANDBOOK's E-learning section → showing its structure and contents</li> </ul>   | 15 MINUTES |
| <ul style="list-style-type: none"> <li>Accessing the THEME GUIDES → showing their structure and contents</li> <li>Selecting one-two theme guide(s) to use together with the trainees:                             <ol style="list-style-type: none"> <li>Reading parts of it</li> <li>Stimulate discussion on the themes tackled by the selected Guide(s)</li> <li>Reading good practice stories (by proposing one or more participants to read it them out)</li> <li>Do you have any LGBT+ related story to share with other participants?</li> </ol> </li> </ul> | 40 MINUTES |
| <ul style="list-style-type: none"> <li>Make at least one exercise for each one of the selected Theme Guides</li> </ul>   | 60 MINUTES |
| <ul style="list-style-type: none"> <li>Exchanging views and wrap-up discussion on the workshop:                             <ol style="list-style-type: none"> <li>weaknesses</li> <li>strengths</li> <li>particularly interesting aspects</li> <li>areas of improvement for the LGBT+@WORK tools</li> </ol> </li> </ul>   | 20 MINUTES |
| <ul style="list-style-type: none"> <li>Thanks, filling in of a satisfaction questionnaire, and closing of the workshop by reminding trainees of the Project web site</li> </ul>  | 5 MINUTES  |

In all partner countries we have been realized 9 experimental laboratories. The results of the meetings were very positive. In particular the strengths declared by the participants were:

- the quality of the product + LGBT@WORK
- its innovativeness, as we have already had occasion to say, lies in the association of a specific focus, as LGBT +, which was absent within the paradigm of diversity management now quite developed and implemented in Europe
- training methodologies proposed, which provide a theoretical approach is that experiential
- ease of use E-Learning Area, considered easily accessible, agile navigation and well set graphically.

From all laboratories it is still showed the need to accompany the use of the tools and methodologies of LGBT+@WORK with a strong awareness-raising training on such matters so little treated and considered necessary.

This need is expressed because of the difficulty of relating to topics that often arouse discomfort or are deemed of little interest to companies, these are aspects of personality that many believe should be kept away from work are considered to belong to the private sphere of individuals.

This is also the case in European countries (Spain, Belgium, Austria) with laws and regulations that protect people from gender-and/or sexual orientation-related discrimination, because legislative measures alone - as much as they are important - **can't have a real impact on people's biases and attitudes** towards a diversity that still raises stigma and discrimination. Indeed, gender identity and sexual orientation issues inevitably relate to the emotional sphere of people, even when they apparently show indifference or cognitively adopt a defensive attitude towards these issues.

This is often the case with people who champion the freedom of expression for everyone, but keep a safe distance in order to shield themselves from any emotional involvement or empathic participation to life experiences that are different from their own.

**In this context, a politically correct approach can't provide the extent to which people are not really indifferent to gender** identity and sexual orientation issues, and how sometimes their inadequacy in dealing with such issues leads them to refuse, loathe or discriminate these individuals who only wish to be able to express their feelings, their anxieties, their affection, as well as affirming their rights in all the spheres of their lives – within their families, the society, and the workplace

## The Fourth Transnational Meeting and the Multiplier Event in Madrid



content.

- *The Multiplier Event*

The event was attended by guests involved by the organizer belonging to the world of associations LGBT + Spanish, to the legal protection of LGBT+ workers, the Municipalidad of Madrid. With all participants discussed the prospects of short and long-term implementation of LGBT+@ WORK Product .

On 18 and 19 October 2016, in Madrid (Spain), took place the Fourth Meeting transnational and third Multiplier Event project, organized by the Partner COGAM. The meeting was focused on the presentation and comparison relating to awareness workshops / information and training programs in each country in the companies to experience the content of the product + LGBT @ WORK. Each partner has exposed to / to the participants at the strengths and critical issues encountered during the course of the workshops, requesting any changes / additions to the online



## The Final Conference in San Giorgio a Cremano(Napoli)

On December 14 2016, in the prestigious Villa Vannucchi in San Giorgio a Cremano (Naples), it held the Final Conference of the project, organized by ISCON.



The event saw the participation of Italian and European partner project of institutional guests and an audience that, as early as at the Launch conference, has represented all types of recipients of the project.

The Conference, in addition to returning the results achieved in the 24 months of project activities, through the actions undertaken by the partners, was also an opportunity for reflection with respect to the situation of the rights of LGBT+ people in Campania.



Among the most important companies who attended the event there were:

- ◆ Associazione Italiana Formatori
- ◆ Italia Lavoro
- ◆ Arcigay Napoli
- ◆ Osservatorio LGBT Napoli

After the initial greetings Maurizio Turrà, President of ISCON, the first intervention was to Valeria di Giorgio spokesman for Mayor Giorgio Zinno, who stressed the importance of having chosen as a place of Villa Vannucchi Conference, splendid jewel of the Mile d'Oro, where last September was celebrated by Monica Cirinnà the civil union of the mayor Sangiorgesi and his companion.

The comparison then continued with Isabella Bonfiglio, parity Councilor of the Metropolitan City of Naples. In his speech, Councillor recalled that 'access to employment, especially in the case of transsexuals, is completely denied; consequently, as the only alternative is often prostitution. " The business reality on the theme of inclusion and well-being of its workers LGBT + still has a long way to go. There are some positive examples, "flagships" in terms of rights, such as IKEA, however, that behind the "facade" give transparent dynamics not really equal, "In some cases, workers in return from maternity leave - continued Bonfiglio - were punished and transferred from other departments in the kitchen. "



In his speech, then, Alessandra Antinori of CIRSES summarized the sense of Diversities@Work project: "We need a strong training action on these issues at the premises for enhancing the ability of employees to human resources to intervene on incidents of discrimination and create a positive atmosphere ".

Organization charts of the Italian companies, despite the law against discriminatory dismissals are still imbued with homophobia and transphobia. According Federica Paragona of CIRSES "Large companies have exterior facades that enhance the presence of LGBT workers + and then within them these issues are absent." As absent is the relational time "comparison - continued Federica Paragona - is a fundamental moment in which you learn to relate to people living different experiences and think differently"; to that effect enterprise trainers should have a role of mediators to "change the organizational culture and bring out, through a work of consciousness, stereotypes and prejudices."

Monica Buonanno, delegated for Italia Lavoro, however, has expressed his doubts about policy management methods that are still not practiced in an integrated manner, "Labour policies unless clearly complemented by social ones, are likely to be pure mathematics." In fact, even measures such as Youth Guarantee, which although should ensure equal access to work, "have great difficulty to include transgender people." "Educational Poverty and Poverty report - continued Buonanno - preventing companies to confront diversity».

"A homosexual employee when he starts a new job" in terms of difficulty "of less 5 than the other because it has to control himself twice, weigh everything that he says and the way it arises." This is the view taken by Fulvio Sperduto Italian Trainers Association. It still happens very often that even in large companies a worker is derided by colleagues and superiors for his homosexuality and it is for this reason that it is essential to introduce a mediating figure already widely used in other European business realities: the Diversity Manager. However, he concluded the managing AIF, "In Italy, the Diversity Manager is not yet implemented."

In the final part of the event the testimonies of those who live directly on their skin discrimination were presented. In confirming the obvious limitations that our companies are still showing in the management of the diversity of its resources, Antonello Sannino, president of Arcigay Napoli, showed his concern about the current state of affairs: "Naples has the largest pool of transsexuality in Europe ; many transgender people end up in networks of organized crime because they are immediately discriminated against for their appearance, and they can not access any job. "

"Even for homosexuals - it continued Sannino - there are difficulties: in fact, if you organize a business dinner there is not always the freedom to be accompanied by their partners as with a person straight." Nearly half of LGBT workers, in fact, is not "visible" among colleagues because of little friendly climate that dominates in companies.

In this difficult situation, has nevertheless warned Daniela Falanga, delegated transsexual Arcigay, "the risk is that the world of work lose many LGBT professionals because of prejudices and that is why the staff of companies to be formed to accommodate them."



The conference ended with the words of Fabio Caruso, young activist passed by a female body to a male, which highlighted the drama of those who, from transsexual, approaches the world of work: "So far I was able to access only Young warranty. When I sent my application for other jobs, many have pointed out to me my condition. Their attitude clearly expressed their judgment for my masculine appearance discordant from the name on the documents still feminine. We discriminate against companies and in the meantime do not experience. The result is that now they are doubly discriminated against because now for the world of work 27 years I have not enough curriculum for inclusion».

## See you soon!



*Dear friends,*

*the activities of Diversities @ Work project end here.*

*We hope that the achievements have turned in you curiosity and interest in a topic very little treated in the workplace.*

*From now on for us Partner begins the most important task: to spread the product LGBT @ WORK + and its use in the enterprise, in order to promote a more inclusive corporate culture and able to appreciate differences, even those of which you can make wearers / trici workers / LGBT trici +.*

*For this reason, our site [www.d-work.eu](http://www.d-work.eu) will remain active without any time limit, to continue to give news in time on the themes of Diversity LGBT + and above all to continue to invite every man and woman to enter in Area E-Learning , through which "browse" the contents of LGBT +@WORK and use its tools and methodologies in their daily professional.*

*If you have any questions, requests or suggestions, please write to this email address: [ale.antinori@cirses.it](mailto:ale.antinori@cirses.it)*

*Thank you, see you soon!*