


**Penn
Nursing**
UNIVERSITY of PENNSYLVANIA

**Eidos LGBTQ+
Health Initiative**


Creating an Inclusive Culture: One Difficult Moment at a Time

HERO Webinar– Jessica Halem

penneidos.org



It's awkward.
It's hard.
But nothing will change if
we don't try.



Learning to give and receive
feedback well is the
hardest thing you will
ever do at work.



Diverse and inclusive
organizations have
employees **that are 19%
more likely to stay.**

Workplace Inclusion is an Economic Issue

83%

of Gen-Z said they consider an employer's commitment to diversity and inclusion when deciding where to work. ¹

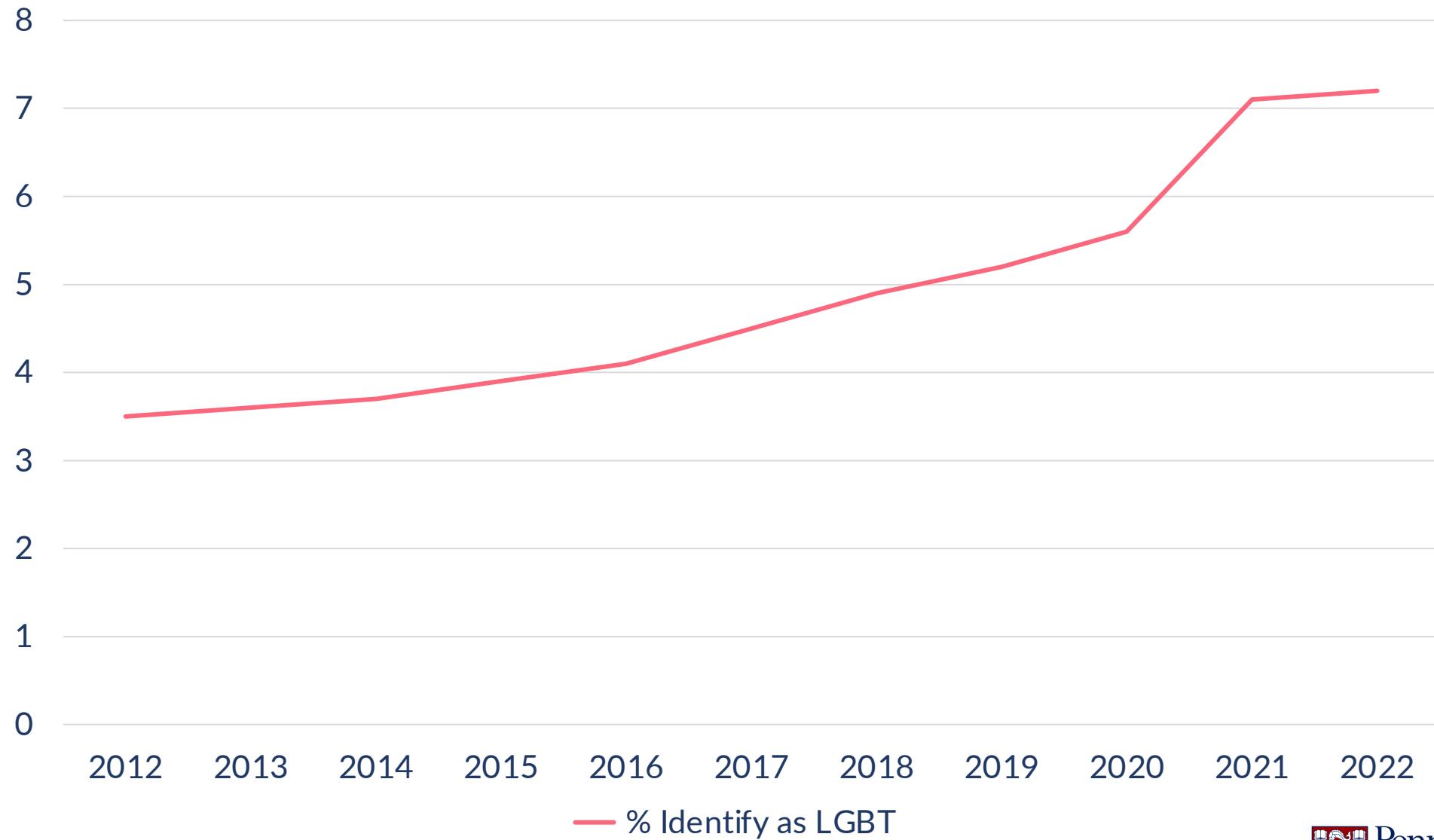
75%

would think twice before applying for a job at an organization if they weren't pleased with their efforts to promote diversity and inclusion. ²

¹ <https://hiring.monster.com/resources/blog/monsters-2020-state-of-the-candidate-infographic/>

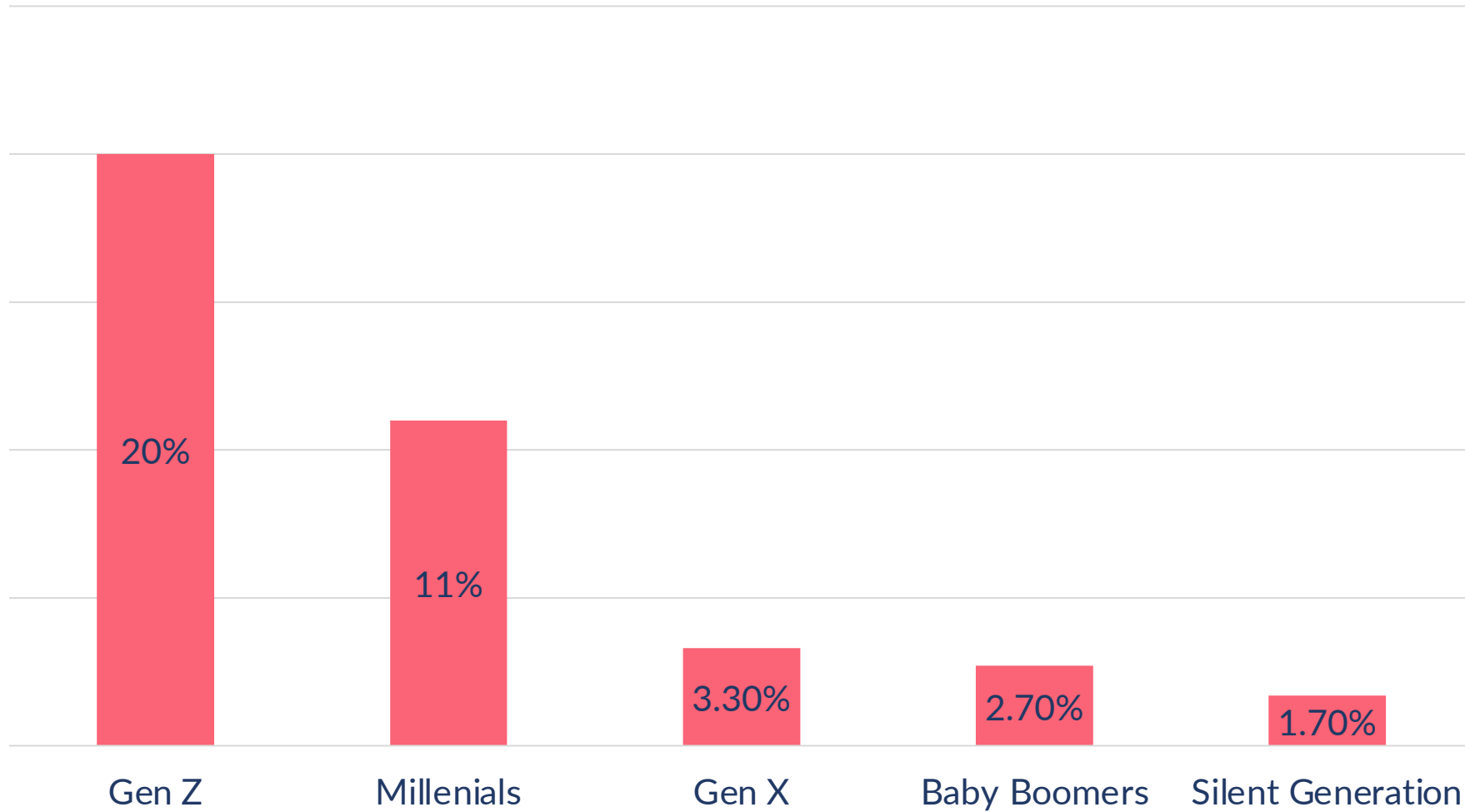
² <https://www2.staffingindustry.com/Editorial/Daily-News/75-of-Gen-Z-to-reconsider-applying-at-a-company-with-unsatisfactory-D-I-efforts-63021>

Americans' Self-Identification as Lesbian, Gay, Bisexual, Transgender or Something Other Than Heterosexual, 2012-2022



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Total LGBT Identifying, by Generation 2022



Driver of Difference: Exposure to Stress

LGBTQ+ people experience “cumulative trauma” both personally and as a community because of discrimination and violence.

LGBTQ+ people face family and religious rejection and anxiety over concealing sexual orientation and gender identity.

LGBTQ+ people in historically minoritized racial and ethnic groups experience much higher rates of poverty, unstable housing, and lack of health care.

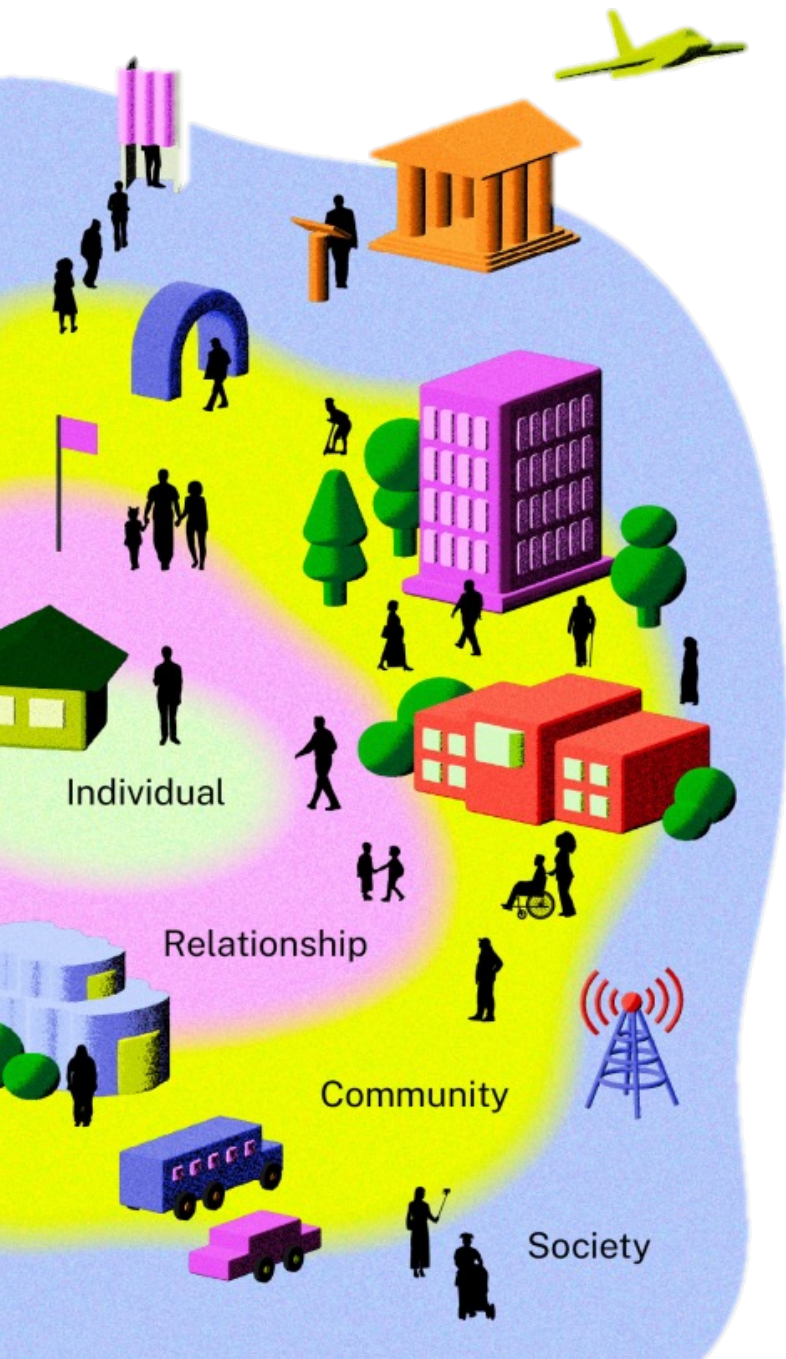


You do not need to
understand to treat
everyone with respect
and dignity.



Belonging

A fundamental **human need**—the feeling of **deep connection** with social groups, physical places, and individual and collective experiences.



The Loneliness Epidemic

The mortality impact of being socially disconnected is similar to that caused by smoking up to **15 cigarettes a day.**



**“I don’t know
where to begin.”**



Making Mistakes with Grace

Check yourself before you wreck yourself. *Are your first impressions and assumptions accurate, or are you relying on out-of-date information or stereotypes that may not fit the facts?*



Seek feedback. Ask someone from a different background and ask what to expect, how to approach something new, ask what is respected and valued, and look for and respond to behavioral cues.



Create opportunities to ask or to observe what motivates others. *Reflect on the differences between key motivators for them and for yourself, and how to best address what motivates them.*



Ask why. *If a colleague asks or responds in a way that you did not expect, respectfully ask for more information about what they are thinking and why.*





Language = Power

Reconsider:

ladies gentlemen ma'am sir girls guys

Try instead:

"Thanks, friends.
Glad you all are
here."

"Good morning,
team."

"Hi everyone."


"What a great kid."

"Can I tell you
all something?"

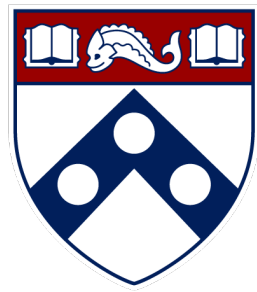
Why?

We need not gender everyone all the time. Especially kids. Especially at work.
Shifting to gender neutral language helps us be more human first.

Be mindful of language



Find the path that
helps us all treat
each other with
respect and dignity.



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THANK YOU

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