



10 Ways to Promote a Culture of Respect and Belonging for LGBTQ+ Employees

At ManpowerGroup, we believe businesses have a responsibility to be a positive contributor to societal change. That means intentionally building diverse and inclusive workplaces and hiring the best employees based on talent without discrimination. Not only is this the right thing to do, but studies repeatedly show that inclusive practices have a positive impact on your bottom line.

Across the hundreds of thousands of clients ManpowerGroup works with globally, we are helping our partners align their big ambitions with clear, actionable plans to hire more inclusively and keep the diverse talent they hire. Here are 10 ways to start.



1

Do your research. Start with the United Nations Human Rights Office's Standards of Conduct. Reflecting the input of hundreds of companies across diverse sectors, it offers guidance on how to respect and support the rights of LGBTQ+ people in the workplace, marketplace and community.



2

Develop an effective—and global—corporate diversity, equity, inclusion and belonging (DEIB) policy. Your policy should articulate your commitments and clearly reference sexual orientation, gender identity and expression, and sex characteristics/intersex status. It should also explain your company's and employees' responsibilities and outline what will happen if the policy is violated. Multinational companies must also have a cohesive global implementation strategy—mindful that concepts of equal rights and fair treatment of LGBTQ+ people may not be well-institutionalised in many markets or regions.



3

Ensure buy-in from employees and management, including commitments to take the DEIB strategy forward. Expand employees' soft skills in empathy by exposing them to other points of view and perspectives. Regularly train them on DEIB, ensure they're familiar with your policy, and consider incentivising leaders by hard-coding your commitments into performance frameworks.



Leverage technology to establish best practices. Technology for DEIB now exists to support your company with establishing policies and practices, providing timely analytics, identifying and reducing bias, introducing greater transparency and visibility, and supporting employee training. Download the World Economic Forum's [Diversity, Equity and Inclusion 4.0 toolkit](#) to explore all the opportunities and accountabilities now afforded by tech.



Create a culture of conscious inclusion. A welcoming workplace is one where people with different backgrounds feel seen, heard and valued— not by blending in, but by providing a different perspective to reduce the homogeneity of attitudes, values and beliefs. This also keeps groupthink and decision-making biases in check. If your organisation is serious about allyship and equal opportunity for LGBTQ+ employees, you must go beyond programmes. To truly change culture, take proactive steps to promote a diverse pool of candidates for senior leadership and board positions, and train and incentivise managers and employees on what it means to be inclusive.



Appoint leaders with these three characteristics. A change in culture starts from the top. If your organisation is serious about its DEIB policy, start by building a diverse leadership team. Make sure people with higher levels of curiosity, humility and courage are not overlooked. Ideally, you want leaders who demonstrate a passion for learning, humility to admit when they make mistakes and courage to act boldly and speak out against injustices.



Build an LGBTQ+ support network. For pro-LGBTQ+ policies to be effective in attracting and retaining LGBTQ+ employees, your company's efforts should have high visibility. For example, support efforts by LGBTQ+ employees to create their own staff groups and extend the same opportunities to them for extracurricular activities as you would to any other group.



Take it to the community. Partnerships with local LGBTQ+ groups such as youth centres, community centres, advocacy groups and charities exhibit long-term commitment to LGBTQ+ employees. This can also help your company better understand the challenges those employees face, informing your corporate policymaking and providing a way for your company to support positive social change.



Listen, apologise and learn from your mistakes. Odds are that you will make mistakes along the way. If you've been called out for a microaggression or an act of exclusion toward an LGBTQ+ colleague or employee, it's important to respond with compassion, concern and humility. Make the other person feel heard, sincerely apologise and don't make it about you.



Set targets and track your progress. Your company's key decision-makers should receive regular progress reports on DEIB efforts, including updates on employee experience and engagement levels. Assign a senior-level officer to oversee and direct DEIB initiatives, education and training. What gets measured gets done.

For more information on how to advance inclusion in the workplace, visit [ManpowerGroup's Word on Work Hub](#).

ManpowerGroup at Pride Birmingham

On Saturday the 24th September, colleagues from across ManpowerGroup will be walking together at Pride in Birmingham. This is the first time ManpowerGroup have taken part in the UK, a great step forward to being more inclusive and open to all communities. More updates and pictures to follow after the event!

Learn about the history of Pride, issues impacting the LGBTQ+ community and how to practice allyship in and outside the workplace:

- [The History of Pride \(THEM\)](#)
- [Stonewall Riots \(History.com\)](#)
- [Being an LGBTQ+ Ally \(Human Rights Campaign\)](#)
- [A New LGBTQ Workforce Has Arrived – Inclusive Cultures Must Follow \(Boston Consulting Group\)](#)
- [Creating a Trans-Inclusive Workplace \(Harvard Business Review\)](#)
- [3 Ways to Protect LGBTI Rights Around the World \(World Economic Forum\)](#)
- [Overcoming Workplace Bias \(Society of Human Resources Management\)](#)
- [Why Being an Ally Can Transform Lives, Yours Included \(World Economic Forum\)](#)