



SCENARIO ONE

You've taken two new hires to lunch. they both identify as straight, cisgender (meaning not transgender-identified), white, and Millennial. One shares that she's excited to learn more about GABLE and other employee groups at Procter & Gamble. The other is confused as to why she would get involved or what the big deal is. He tells her that he has never seen or experienced discrimination in the workplace. He also states that "there isn't really a place for him in conversations about diversity and inclusion" and that he doesn't understand why the company would spend money on D&I efforts.

How are you going to navigate the situation?

- **Listen:** Ask questions that will help you understand where everyone is coming from. This may include asking her why she is so excited to get involved or asking him more about his experience.
- **Educate & Empathize:** Make the case for diversity and inclusion. Talk about the impact it has talent recruitment and retention, brand loyalty, and competitive advantage.
- **Leverage Resources:** Refer this young man to resources that will help learn more about experiences of discrimination in the workplace. Share information that is internal to P&G if it is available.
- **Be Patient:** Share your personal story. Talk about why you're involved in D&I efforts, experiences you've had with discrimination and/or why you're working to be a better ally.



SCENARIO TWO

A colleague just self-identified using the term transgender in a meeting with your manager. After they leave the room, your manager mentions that they are “fine with the gay thing” but that this is just too much. The manager who made this comment has been, in your view, fairly accepting of people who are LGBTQ+ to this point. This manager seems frustrated and mentions that she’s worried that if she makes a terminology mistake, it will reflect badly on her. You have a good working relationship with this manager.

How are you going to navigate the situation?

- **Listen:** Ask questions that will help you understand where your manager is coming from. Try to clarify what she means by “the gay thing” and gently let her know why that phrasing might be considered offensive.
- **Educate & Empathize:** Find out what your manager needs to feel more comfortable with LGBTQ+ terminology and language. Let her know what you did to stop worrying about unfamiliar terminology.
- **Leverage Resources:** The possibilities are endless here so do an online search together for a resource that works for them.
- **Be Patient:** Share your personal story. Talk about a time you made a mistake or used an outdated term, how it felt, and what you did to correct it.



SCENARIO THREE

A colleague, who you perceive to be unsupportive of the LGBTQ+ community, notices the GABLE swag at your desk. In particular, you remember a time when they complained about seeing so many rainbow displays during the month of June. They ask about what GABLE is and, after you explain, mention that they struggle with how they could ever be supportive of a group like that. You get the sense that they are conflicted with how they can be an ally when their personal belief system says it's wrong.

How are you going to navigate the situation?

- **Listen:** Ask questions that will you understand where your colleague is coming from and what they mean when they say “their personal belief system.”
- **Educate & Empathize:** If you're in a position to do so, clarify P&G's expectations regarding respectful behavior, while doing your best to differentiate between behaviors in the workplace and personal beliefs.
- **Leverage Resources:** Check in with GABLE to see if they know of resources that deal with the intersections of LGBTQ+ issues and your colleague's belief system. If not, try a quick Google search.
- **Be Patient:** Avoid characterizing this person (and those that share similar belief systems) in a negative light and instead focus on a specific behavior. For example, “that comment felt exclusionary” rather than “well you're clearly just narrow minded.”



SCENARIO FOUR

A colleague comes up to you at the GABLE conference and mentions they are only out to a few people at your office. They are excited and invigorated from the conference and want to come out to the rest of your team when they get home. They let you know they have always wanted to be valued for their work and that, in their experience, your work environment is not receptive to difference. The following week, you're having lunch with this colleague and overhear someone loudly expressing distaste for an LGBTQ+ storyline on a popular TV show.

How are you going to navigate the situation?

- **Listen:** Whether you speak up in the moment or commit to having a one-on-one conversation, ask questions to better understand what bothers your colleague about this particular storyline.
- **Educate & Empathize:** Gently remind this colleague that someone who is LGBTQ+ (or someone with an LGBTQ+ loved one) may have overheard their comment.
- **Leverage Resources:** Point this colleague to data about how many people who are LGBTQ+ remain in the closet at work and/or why representation in media matters.
- **Be Patient:** Follow up with the colleague who made this comment to see if they've checked out the resources you recommended and if their opinions about the storyline have changed.
- **One More Thing:** Check in with the colleague who was at the GABLE conference with you before you take action. Ask them how they're feeling, if they'd like you to interject, and if so, how. Reassure them that you will support them in whatever way that you can, if and when, they choose to come out.