SO YOU'RE PRESENTING AT PFLAG NATIONAL…

(A quick guide to successful inclusion for people working with our team.)

Welcome!

Thanks for working with the PFLAG National staff! We're excited to learn more about what you've got to share. To help you better understand who we are, what we do, and a few tips for inclusive communications, we've created this quick guide for presenters. If you have any questions, please check in with your staff representative.

The basics:

- **Learn about PFLAG's mission:** Not sure who we are or the kind of work that we do? This is a fast explanation that will give you some key details.

- **Meet the staff:** Interested in knowing who is likely to be in the room? Curious about what teams are focused on what projects? This is where to start.

- **About the chapter network:** PFLAG isn't just the National Office. We've got hundreds of chapters across the United States. You can get an idea of our scope by starting here.

- **Be sure to get our name right:** The organization's name is PFLAG. We have not used the spelled-out version of the acronym for many years.

Things to keep in mind:

- **Acronyms:** There are many acronyms in use to describe community. As a rule, PFLAG uses LGBTQ+, meaning lesbian, gay, bisexual, transgender, queer, and questioning plus other expansive identities (e.g., asexual). Not sure what this means? Before working with us, check out PFLAG's easy-to-use glossary for help.

- **Pronouns:** In an effort to avoid inadvertent misgendering and to affirm every identity, PFLAG staff will typically introduce themselves with their pronouns (e.g., "Hi, I'm Sam and I use she/her pronouns, and I work with our chapters.") If you're comfortable sharing yours, please include it in your introduction. Also note that staffers all include their pronouns in their Zoom profiles, so be mindful to use the right ones. We've got a little more info on pronouns here.

- **Gendered language:** Not everyone fits into the gender binaries of male and female, so make an effort to keep gendered language in check. Think about swapping more inclusive words like *guests*, *friends*, *team*, or *colleagues* in place of "ladies and gentlemen." When referring to a group, use *people* or *individuals* rather than "men and women."

- **Colloquialisms:** There are lots of words we may have used in the past or still use casually that can unintentionally make some people feel uncomfortable or even excluded. A great example of this is "guys" as a collective term for the group you're speaking with. Please be mindful of terms like this (and "dude") as words that can be off-putting to not just people who are LGBTQ+, but to nearly anyone.

- **Learning styles:** Not everyone absorbs information the same way. If you'll be sharing documents or content, it is often helpful (if appropriate) to provide the materials to people in advance to review prior to the conversation. Similarly, some learners do best when captions are turned on during online meetings. If you are presenting on your own platform, please turn captions on or explain how users can do so.

Finally…

- **Made a mistake?** Sometimes in spite of our best efforts, we just don't get things quite right. And that's ok, provided that you use it as a chance to do better next time. If someone brings an issue to your attention, please know that it is done in the spirit of trying to help you be more effective. When that happens, it's a great practice to thank the person for helping you become more aware, apologize, correct yourself (e.g., use the right term), commit to getting it better next time ("I'm going to make sure I get this right in the future."), and continue on.