

LGBTQ CULTURAL COMPETENCY

Building a More Inclusive Workplace: LGBTQ prepares client-facing team members to have a professional conversation with a person who identifies as LGBTQ. The simulation provides individuals with basic LGBTQ cultural competency to improve communication, understanding, and respect within their workplace and with the public. Users learn important vocabulary and concepts central to diversity and inclusion.

CONTENTS & LEARNING GOALS

- Learn the definition of basic LGBTQ terms, such as lesbian, gay, bisexual, transgender, and queer
- Better understand the difference between sex assigned at birth, gender identity, gender expression, and sexual orientation
- Better understand how to talk with someone about biased language



Building A More Inclusive Workplace: LGBTQ



Simulation Duration: 25 min

CASES

NAME Sofia Leon	AGE 23	PRONOUNS she, her, hers	Conversation Time: 5 min Conversation Skills Didactic: 10 min
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SCENARIO

Sofia is listed in the computer system under her old name, Joseph, and wishes to change her name on file.

GOALS

Assume the role of a client-facing staff member and respectfully respond to Sofia's request.

NAME Jeff Floyd	AGE 37	PRONOUNS he, him, his	Conversation Time: 10 min
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SCENARIO

Jeff has made an inappropriate comment in the break room about a person who identifies as LGBTQ.

GOALS

Respond to your colleague's comment in the moment. Later, follow-up with Jeff one-on-one to help him understand how biased language is hurtful and inappropriate in the workplace.

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