

Education for Inclusive Culture



TransFocus delivers interactive and informative learning content tailored to equip your staff to respectfully interact with people across the gender spectrum. This information package provides an overview of the value and specifics of our educational offerings.

Context

TransFocus is deeply committed to ensuring learning experiences that are robust and relevant to your organization. We invest time to get to know your organization at the outset to clarify the desired learning outcomes and to shape and inform the sessions we deliver for your employees.

Our educational content provides your employees and leaders with the confidence to handle complex situations involving transgender people in thoughtful and sensitive ways. Our facilitators remove the mystery of what to do and what to avoid. In this way, we equip your employees to live your organizational values of inclusion, whether among co-workers or customers.

What attendees say about our sessions and courses:

"I was always nervous about making a mistake, so I preferred to not talk to transgender people, but this session helped me alot".

"Just really clear guidelines on how to treat people with respect. I feel more empowered and confident".

"Stop and think about how much information we really need about a person for respectful and useful action".

What to Expect

TransFocus offers educational content across **three levels** for all employees as well as information specific to managers and leaders (details in **Table 1**).

Our education is available in both English or French (with German and Spanish in progress).

Given our depth of experience educating over 30,000 employees, we have honed our content to the pure essence delivered in the most effective and impactful manner.

To help meet complex scheduling needs in organizations, our content is available in two formats:

a) Self-Paced Courses,

- For organizations who choose the self-paced courses, we can provide access through the platform TransFocus uses (Thinkific), or transfer content to your organization's Learning Management System.

b) 1.5-hour Live Sessions (virtual or in-person).

- Live sessions can be recorded for internal purposes (1-year license). *To prepare for live sessions, we review logistics and content together prior to facilitating the session(s).*

Outcome: Employees gain greater awareness of gender diversity.

Table 1. Overview of TransFocus Educational Offerings

	Level	Description
FOR ALL STAFF	Gender Diversity Basics  Click here for more details	<ul style="list-style-type: none"> • Human rights and administrative context • Overview of key concepts and terms related to gender identity, sex at birth, gender expression, and sexual orientation • Deepening understanding of the unique challenges faced by transgender people with statistics and stories • Tips and tools for respectful interactions with people who employees do not know, including how to obtain or provide pronouns and recover from mistakes. <p>(This level is a prerequisite for the next two education levels)</p>
	Intermediate Gender Diversity  Click here for more details	<p>Provide details about how employees across all levels can create an inclusive work environment for transgender people before, during, and after coming out at work. Sessions present common issues and what to do to address them, including:</p> <ul style="list-style-type: none"> • Challenges created by assuming there are no trans people at work • Reasons behind gossip and how to avoid whisper campaigns • How to handle seeing staff outside of work using different name or pronouns • How to respond to someone coming out • Practical tips to quickly adopt new name and pronouns • Examples of invasive questions and why to avoid them • Examples of gender-inclusive terms + when to use them • Illustrate common microaggressions trans staff face with examples • Explain harmful jokes and unpack typical examples • Strategies for how to intervene in harmful situations
	Custom Sessions (in support of implementation efforts)	<ul style="list-style-type: none"> • <u>Washrooms or Change Rooms</u>: Create greater understanding about dynamics in washrooms and how co-workers can shift from focus on appearances to behaviour to maintain safety. • <u>First Names + Pronouns in Systems</u>: Provide details to employees about incoming changes to systems to increase inclusion of first names and pronouns in information system(s). • <u>Gender Data</u>: Explain challenges trans and non-binary people face in filling out forms and surveys and how incoming changes and expanded categories will address these challenges.
FOR LEADERS	Gender Diversity for Managers  Click here for more details	<p>Provide details about how managers are responsible for creating an inclusive work environment for transgender people before, during, and after coming out at work. Sessions present common issues and what to do to address them, including:</p> <ul style="list-style-type: none"> • Defining responsibilities to establish safety, privacy, respect, and inclusion • Identifying concrete actions to help make the workplace safe for all employees • Providing key steps to take throughout the coming out process • What managers should ask and not ask of trans employees • How managers communicate and educate other employees • When and how managers check in with transgender employees • How do managers navigate conflict between employees about gender diversity in the workplace

Note: Live sessions can be recorded for internal purposes (e.g., those who were unable to attend or for new hires) for up to a year from the date of the session.

Facilitator

Kai Scott, MA (He/Him)

Kai is a social scientist who has spent nearly 20 years researching and educating on complex social problems. He delivers engaging education sessions and compiles insightful data on gender diversity that shift perspectives and result in greater understanding, ease, and support.



Facilitations

2023-24

Hockey Canada

Developed and delivered custom education sessions to support the introduction of new policies for greater inclusion of gender diversity to members of Minor Hockey Associations across Canada. Delivered education to about 1,000 attendees during 15 sessions.

2016-24

City of Vancouver

Conducted a comprehensive assessment resulting in a set of 31 recommendations which were approved by City Council. We provide ongoing support to the city with implementation of solutions and delivery of training to thousands of staff and managers.

2022

BC College of Nurses and Midwives

Supported decision-making to increase inclusivity in washrooms. Facilitated education sessions of 200 employees to prepare managers and employees for washroom changes.

2020-21

Bell Canada

Developed English and French training manuals on gender diversity to inform Bell e-Learning modules as an effective and efficient way to educate their 20,000+ employees. Conducted train-the-trainer sessions in English and French to support the team developing the e-Learning module with educational content and visuals generated by TransFocus.

2017-18

TD Bank

Rapid appraisal of transgender inclusion measures in supporting employees and customers within retail branches and custom curriculum delivered to 350+ managers across BC.

2016-19

SAP

Conducted a series of education and awareness sessions for a total of 300+ SAP employees across North American offices to provide information about terms and concepts related to gender diversity and how to respectfully interact with transgender colleagues.



Kai is definitely one of the best consultants in the gender identity space. He was able to transform our thinking at EY and help us focus on improving our systems and processes. Kai is creative, innovative and full of great ideas.

– M De Angelis, Diversity and Inclusiveness Leader at EY Canada