



Workforce Issuance

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☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
MassHire Department of Career Services

Date: February 2, 2021

Subject: **LGBTQ+ Customers and the Workplace Training**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, Directors, Operations Managers, staff, and other workforce partners, of the two-part training series, *"LGBTQ+ Customers in the Workplace"*. The training is scheduled for March 4, 2021 and March 18, 2021 from 10:30am to 12:00pm, each day.

Background: The MassHire Department of Career Services has collaborated with PFLAG Boston, the first and largest organization for lesbian, gay, bisexual, transgender, and queer (LGBTQ+) people, their parents and families, and allies. PFLAG works directly with stakeholders in their communities, providing training, support, resources, creative programs, and model policy to create an environment of respect.

The training will include the following topics:

Part I – Thursday, March 4, 2021

- Definition of acronyms, terminology and identity labels used by and about lesbian, gay, bisexual, transgender, queer/questioning, plus (LGBTQ+) individuals and 'communities'
- Massachusetts Nondiscrimination Laws
- LGBTQ+ success in the workplace and distinct workforce service needs
- Intersectionality: Crossroads of identities within the LGBTQ+ 'community' and successful employment
- Guest Speaker(s)/Panel Discussion: Multiple viewpoints of LGBTQ+ people's lived experiences

Part II – Thursday, March 18, 2021

- Creating opportunities (allies) for support and welcoming environments
- Guest Speaker(s)/Panel Discussion: Multiple viewpoints of LGBTQ+ people's lived experiences around customer service
- Enhancing Inclusion and Excellence in MassHire Service Delivery to our LGBTQ+ customers

Action

Requested: Please share this issuance with all appropriate managers, staff and partners.

All participants must register for these trainings in advance through Event Brite* by clicking on the Session names below. It is important that training participants register for and attend both sessions.

Thursday, March 4, 2021 (10:30am-12:00pm)

[Session 1 EventBrite Registration: LGBTQ+ Customers and the Workplace](#)

Thursday, March 18, 2021 (10:30am-12:00pm)

[Session 2 EventBrite Registration: LGBTQ+ Customers and the Workplace](#)

Effective: Immediately

Inquiries: Please direct all questions to Rosemary Alexander at Rosemary.Alexander@detma.org. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.

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