

## k04e01 Frohn Translation

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Ladies and gentlemen and all those of you who cannot and/or do not wish to assign yourselves distinctly to these two binary categories, and with that we dive right into the topic. It is about sexual and gender identity in the context of work, today in the context of the eGeneral Studies at the University of Bremen. My name is Dominic Frohn, I am head of the Institute for Diversity and Anti-Discrimination Research and I teach at the Fresenius University of Applied Sciences in Cologne.

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I could also start in a gender-neutral way and say "Dear interested listeners", that would now be a variant of greeting, perhaps a little smoother than the previous one, perhaps a little more complex for some. Before we start, it is important to make the learning goals clear. Ultimately, it is a matter of raising awareness of the issue of LGBT\* diversity. I will say something more about the abbreviation in a moment. In other words, it is about becoming acquainted with the results of studies on the work situation of lesbian, gay, bisexual and transgender employees in Germany. It is also about the experiences of discrimination these employees have had, but also about the connections to health, being open or not about it with others, and also experiences of discrimination. And finally, it is about becoming familiar with the effects of dealing with sexual identity and gender identity in the context of work, so that in the end, in the best case, you were able to expand your diversity competences in the core dimension of LGBT\*.

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My aim is therefore to re-classify it in its entirety. If we want to put the issue of sexual and gender identity into context, then it naturally belongs in the circle of the six core dimensions of diversity. Here, for example, age is relevant, gender, religious beliefs, but also sexual identity. And when we look at these six core dimensions, it is always a question of looking at which of these dimensions are visible and to what extent. Age, for example, is a more or less visible core dimension of diversity, even if the beauty industry has been working against it for some years now. If we look at the issue of gender, it is usually one of the visible core dimensions of diversity for the larger part of the population. Where this is not always the case, or what effects this may have, we will discuss in more detail today. And then, of course, there is the issue of sexual identity, which in turn belongs to the invisible core dimensions of diversity, which I cannot see directly. And that in turn has certain effects, namely effects on how openly or not employees deal with this core dimension in the context of work.

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These effects are first of all intrapersonal, i.e. what are the effects of how each person deals with it individually. But it is also directly intra-organisational, because it has an effect on how people deal with the topic in the context of work and, for example, what job satisfaction results from this. On the other hand, it has effects concerning product and service marketing and also concerning personnel marketing and recruiting, because it is of course relevant for employers, for organisations, to bring their services and products to the market and on the other hand to be able to recruit good personnel and keep them in the long term. We will all look at these aspects as well but keep a focus on the intrapersonal and intra-organisational level.

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For you as background information: I refer above all to the study "Out in the Office?!" This study is one that has been conducted over decades. This means that we conducted the previous study in Germany in 1997, but not by us, and then in 2007 and 2017 the study "Out in the Office?!" was then conducted by the IDA. Historically, we can say that there are some quantitative studies that have looked at the topic of discrimination in general and have also taken into account workplace-relevant aspects. The study "Out in the Office?!" is one of the studies that focuses primarily and exclusively on the workplace. We still have a few qualitative studies on the topic. The number of theses on the topic is also increasing. This means that on the qualitative level there is already a relative diversity of studies.

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Unfortunately, there are very, very few quantitative, large-scale research projects. And with this one, we have one that was funded by the Federal Anti-Discrimination Agency, first using qualitative and then quantitative research. This means that for the first time, with the results of 2017, we will be able to say something about bisexual employees and also about transgender employees.

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And this was a matter of concern to us because we have of course seen considerable changes in this area over the last few decades, both in terms of society as a whole and in law. And that is why it was important for us to take a look: What impact do these conditions have on people's actual job situation? So if we take a look, we can say that for 2007, but also for 2017, we have interviewed over 2000 people. In 2017, and we are particularly pleased about this, 209 bisexual interviewees and 290 transgender interviewees, which ultimately makes up ten per cent of the sample, whereas 34 per cent are cisgender female and 56 per cent cisgender male. At this point, we should perhaps explain a little bit about what these terms mean. Transgender means that the experienced gender that the person defines for themselves is incongruent with the physical sex assigned to them at birth. For transgender persons, we often have the desire to adapt the body to the experienced gender, which we then call transition. The opposite of this could be defined as cisgender persons. This means that experienced gender and physical sex are in agreement. And therefore, if you have not yet known this about yourself, it is very likely that you define yourself as a cisgender. And you can discuss this at dinner this evening with your partner, if you have one and they are available, and say, "Did you already know? I am cisgender". This is usually a very unfamiliar term and it could perhaps trigger the odd exciting discussion.

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If we now take a closer look at the sample again, we will see that there are further sub-categories for transgender people. There are people who locate themselves in the gender binary system, who often refer to themselves as trans women or trans men. So here is the wish to become the experienced sex entirely with the transition and to be read like this by other people. But there are also people who regard gender much more as a social and socially defined category and who therefore define themselves very consciously as non-binary, as not clearly locatable in the binary system. These would be the non-binary persons with 83 in the sample. And then we have other transgender persons who could not and/or did not want to clearly define themselves as belonging to these three categories.

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If we take a look at the demography as a whole, we can see here in the sample that we have 19 per cent of the interviewees who have a secondary school leaving certificate in terms of educational level. All the others are above this level and this is often the case for large samples in this context. There is not yet any good scientific evidence on why the educational level here is so much higher than in the population as a whole. My hypothesis is that we are dealing with a phenomenon of escaping discrimination, i.e. to invest particularly heavily in one's own education in order to be able to leave potentially pathogenic contexts more easily. This level of education is then of course also reflected in the actual professional activity. Here in the sample we have 60 per cent people who are not managers and about 20 per cent each who are managers with or without personnel responsibility. I mention this because we will come back to it later so that you can get an idea of the data basis on which my report is based.

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If we take a more differentiated look at the issue of the management personnel, we can also see that we can identify the usual gender bias in this sample. Therefore, we have considerably more cisgender men in leadership, less cisgender women in leadership. And the proportion of transgender people who are in leadership is also even lower. The issue of transgender persons is again particularly relevant because here we have existential conditions again and again. If you take a look here in this beautiful snail bar chart, the cyan bar is the one for the transgender person. And there you see that in full

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employment we have 83 percent of the cis-gender respondents, but only 66 percent of the transgender respondents, and therefore in all the categories where they are not fully employed the cyan bar is significantly higher. What this means is that we have a dimension for transgender persons that is really relevant from an existential perspective.

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You are certainly aware of the gender pay gap among the gender categories, i.e. that women here earn 21 percent less than men on average in 2017. In this study, which is not "Out in the office?!", we can also prove that we also have a sexual identity pay gap. Because here you can see that gay men earn significantly less than heterosexual men, and lesbian women earn slightly more than heterosexual women. But all in all we can say that those who earn the most are still the heterosexual men. And this is ultimately reflected in our sample: If we look here and compare only the data of the cisgender women and men, you will see the usual gender pay gap, i.e. men earn more than women. And what underpins my remarks on the existential situation is, if you concentrate on the cyan peak, that we have a considerable, i.e. a considerably larger number of transgender respondents, especially in the very low-income area. So here on hard demographic data we can say that the situation for transgender people in Germany is problematic from an existential perspective.

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So, as I just explained, it is also a question of seeing how employees deal with this invisible core dimension of diversity of sexual identity in the workplace. And what we can see here now are the figures for 1997, 2007 and 2017, and I'll display the curve for 2017 to address the question "How many of your colleagues do you talk openly about your sexual identity with? Now the figures from 2007 and now the figures from 1997, and here we see, above all, in the first answer category "I do not speak openly with any of my colleagues" that there has been a clear shift towards more openness. Now only 6.5% of people have chosen this answer dimension. Before, that was 28 percent. At the other end of the curve we see a big difference again, namely almost 30 percent today say "I speak openly with all colleagues". This means that something has clearly changed. For me, the two dimensions that are always the most relevant are "I speak with hardly any or none of my colleagues openly". That is the group that we can then describe as closed. And if we now compare them again, we see that in 2017 we still have 30 percent that can be considered closed. Ten years ago, that was 52 per cent, and the number was widely reported in the press, more than half of them were not open to their colleagues at work, and in '97 that was 67 per cent. This was an introduction for comparison over the past decades, based on lesbian and gay employees. I just explained that in the current study we have also included bisexual and transgender people. This means that I would now like to compare with you the situation of lesbian and gay employees, as we can see now, the numbers and the curve you already know. I put in the figures for bisexual employees and for transgender employees. And here we see above all that on the left-hand side we find a considerable peak for lesbian and gay employees in the category closed which increases again when you look at bisexual and transgender people. This means that bisexuals have a higher peak and then transgender people have an even higher peak. Meaning, if we summarise again here, we see that it is these 30 per cent of lesbian and gay employees who are closed about their sexual identity. You recognise that number. For the bisexual workers, 56 percent are closed and for the transgender workers 69 percent. And so, and this is one of the central take-home messages for today, you can say that the situation for bisexual employees is roughly the same as it was for lesbian and gay employees ten years ago and for transgender persons of lesbian and gay employees twenty years ago. So this is very fundamental information.

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When we look further, we have also looked at how open we are not only to our colleagues, but also to our managers. You probably now have some hypotheses about this. Just have a think and I'll show you the figure. Here we have the figures for lesbian and gay employees and we see a U-shaped distribution, slightly skewed to the right. The bisexual colleagues, U-shaped too, slightly skewed to the

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left, and Trans\* in a similar way. Means what we can see here is that there are few people in the middle field. There are a few people who say "I speak openly with everyone", which is slightly higher among lesbian and gay employees than among transgender and bisexual employees. And on the left side, however, we see the U-shaped distribution very high, which means we can say overall that the openness towards managers is significantly lower than towards colleagues.

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I mentioned earlier that we also have managers, 40 percent, in the sample. These in turn were asked in the survey: "How openly do you talk to your employees? So I will now show you the figures for lesbian and gay employees, then for bisexual and transgender employees. On the left hand side we see the recurring peaks, with each peak for bisexual and then for transsexual people showing an increasingly reserved manner. And on the right side, in the lesbian and gay employees, we see 40 per cent who clicked "I speak openly with all my employees". That is an astonishing number. And at the same time, if you think about it a bit, it becomes immediately logical. Because if you, as a manager, imagine that you only speak openly to a few or half of your employees, then we will also find that this is not a good strategy. Because this topic will be communicated further. By the time you have spoken to a few colleagues, at the latest, the topic will have spread to everyone. In other words, many people will choose the strategy, I prefer to talk to everyone and then the issue will be settled.

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At the very beginning, I spoke about the visibility of the core dimensions of diversity, and I also described how gender is usually a visible dimension. We therefore looked very carefully at what it is like for transgender people. I had explained that some of the transgender people have the desire to adapt their bodies to the identified sex. This can be achieved by hormone injections, hormone replacement therapy and also by physical measures, physical operations. And this is exactly what we have asked about and here we see a change in openness, depending on the transition process. If we concentrate on the upper part, it is a little easier to see that we have first and foremost people who are still planning hormone replacement therapy and operations, harmonising measures in the future are less open. Then the openness rises sharply. Then the hormone replacement therapy starts and then gradually goes down again. This means that we can determine with transgender people the question is not really the same as with bisexual, lesbian and gay people "Do I want to discuss this openly or not? Rather, the question here is more: "When I enter the transition process, how can I communicate proactively so that I have as few unpleasant experiences or discrimination as possible? This brings us directly to discrimination, because here we can now see that discrimination is directly relevant to the workplace. This means that I did not get a job where I had to experience a transfer or dismissal due to my sexual or gender identity. And here you can now see that the figures for transgender people are about twice as high as for cisgender, lesbian, gay, bisexual persons. If we look at it as a whole, we have to note that 12 percent of the cisgender persons and 26 percent of the transgender persons have experienced direct job-related discrimination. At this point I am often asked, yes, Mr Frohn, but that is a self-assessment, anyone can say that. The people who ask this question are right. And at the same time it is methodologically the only way we can assess it. If I were to ask the employers here, "Tell me, how many people did you throw out last year because of this?", then I would present you with an empty slide, that's clear. This means that we can only ask in the form of a question, which is why it is reasonable for me if we say we deduct an error rate of ten per cent for those who misjudge it, who relate it to sexual or gender identity, although perhaps the qualification did not fit. But if we were to take that into account, it still means that we have ten per cent lesbian, gay, bisexual people and 22 per cent trans\* people who have experienced direct job-related discrimination here.

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Since we can always draw comparisons with the study, I have brought you the figures for 2007 compared to 2017. And here we can see, if you look at the bar charts, that the figures have not changed. This is now the next take-home message. While openness is increasing, we have no change in discrimination. This is a very astonishing, an astonishing result. And I'll walk you quickly and swiftly

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through these discrimination categories, which have already been summarised. Ignoring and segregation is generally defined as not being taken seriously any more, ignoring the person, their sexual or gender identity, or something like breaking off contact, social exclusion or isolation. With the subtle disability there is something like work disability, blocking access to a career, less information, being excluded from communication and similar aspects. With the voyeuristically heightened confrontation there we have something like whispering, rumours, spreading lies, unpleasant interest in private life, i.e. more questions than one would ask other people, but also imitating or ridiculing them. Insulting is just one item and here you can see that almost a quarter of the interviewed group experiences it. Then there is the subject of blackmail and bullying, for example threats, blackmail, forcing people to 'out' themselves, and bullying/ psychological terror. Physical violence includes damage to property, for example in the office or in the car, or physical violence/aggression. And then there is sexual harassment, where we have something like unpleasant sexual innuendoes, fears of sexual advances, but also sexual harassment. And new in 2017, which we did not include in the 7th survey, is withdrawal of customer contact. We had to include this because respondents indicated this in the free text field at the end of the survey.

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This means that if we look at it again in total: We can see that these bars have not changed from 2007 to 2017, although ten years of development lie in between. And what we can still record here is that we have some gender differences here in the sense that women generally receive a little less attention, i.e. they are not taken seriously any more, for example, the men on the other hand generally receive more attention, imitate, ridicule and suchlike. Unfortunately, sexual harassment is also, according to gender issues, a dimension that more women experience than men.

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Finally, perhaps at this point, we should again compare this with bisexual or transgender persons. Here you can see that the cyan coloured bar for transgender persons is also often slightly higher than for LS and B persons. It is particularly noticeable in the withdrawal of customer contact, which is three times as high here, where the transgender persons are at 15 percent. That is really remarkable. Overall, we have also look at which acts of discrimination fall into which legal category, so to speak according to the federal anti-discrimination office. And here we have to note that more than three-fifths of the discrimination experiences can be defined as GETA related discriminations, i.e. as those which would have to be prosecuted according to the General Equal Treatment Act, and another fifth can be described as criminally relevant. So this is indeed a sobering finding of this study.

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In preparation for the next unit, I would like to give you a small reflection task as homework. I would like you to think about the following: What are the possible effects on the person of a closed versus an open approach to sexual or gender identity for LGBT\* people in the context of work? And what impact does it have on the organisation as a whole?

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Many thanks.