

Manager Talking Points

Creating an environment that is welcoming to all and anti-discrimination and anti-harassment is not a one-time conversation. It is an ongoing conversation. We encourage you to revisit information covered in the training with your employees during team meetings and one-on-ones. This document includes some questions that can help you start the conversation. It also includes training topics that are worth revisiting.

Questions to Ask Your Employees

- How do you plan on ensuring our establishment is a welcoming environment for customers?
- Do you feel our establishment is inclusive?
- How would you handle the scenarios with Angelica, Jeffrey and Cody?
- Are there community events you can get involved in?
- Do you understand our policy on Anti-discrimination and Anti-harassment?

Training Highlights

- Be clear, be loud
 - Communicate to our customers that we welcome and appreciate them.
 - Communicate with your team in a way that demonstrates your commitment to inclusivity.
 - Be mindful of how you speak within the walls of the business, even during informal conversations. Remember – as a leader, you are constantly setting the example.
 - Visibly represent your commitment with a Liberty Locator pin.
- Share, listen and adapt
 - Invite feedback from our customers and your team.
 - Find meaningful ways to act on the feedback you receive.
 - Keep a learner's perspective.
 - Stay committed! You will likely make mistakes along the way.
 - Be accountable by being willing to learn and change.
- Build your community
 - Focus on community outreach.
 - Participate in community events.
 - Share community initiatives (awareness walks, volunteer efforts, etc.) with colleagues and/or patrons as appropriate.
 - Avoid association with individuals and groups who promote intolerance or exclusion.

- Frequently review policies to ensure understanding
 - Make sure you are clear about what is and is not acceptable behavior at your company and find opportunities to reinforce this messaging through team meetings, email communications and other engagement opportunities.
 - Ensure your team reviews company policies and employee handbooks thoroughly, asks questions and confirms their understanding.
 - Keep an eye out for practices or policies that conflict with your company's anti-discrimination policy and adjust accordingly.