

Lesbian, Gay, Bisexual, Transgender and Queer Identities & Allyship in Actuarial Workplaces

Casualty Actuarial Society 2020 Virtual Spring Meeting

CNA





Agenda

Introductions

Diversity & Inclusion

The LGBTQ+ Community

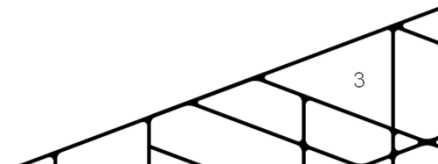
Workplace Scenarios

Advancing Actuarial Workplaces

Q&A

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Actuarial Senior Consultant (P&C)

Co-Chair, Pride@CNA

Member of the JCEID

He/Him



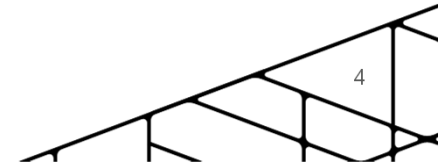
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A rainbow flag with six horizontal stripes of equal width in the following order from top to bottom: red, orange, yellow, green, blue, and purple. The flag is waving and is set against a dark, textured background. The text "Diversity & Inclusion" is overlaid in the center of the flag.

Diversity & Inclusion

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The Business Case for Diversity & Inclusion

McKinsey and Company studied 366 companies in the United States, Canada, Latin America and the United Kingdom and found correlations between diversity and financial performance.

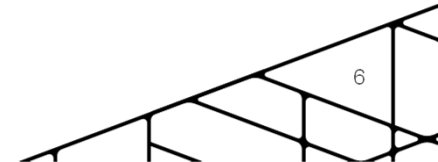
Companies in the top quartile for racial and ethnic diversity were 35% more likely to have financial returns above respective national industry medians.

Companies in the top quartile for gender diversity were 15% more likely to have financial returns above their medians.

Conversely, companies in the bottom quartile both for gender and ethnicity and race were statistically less likely to achieve above-average returns than average companies to which they were compared.



Diversity Matters, a McKinsey Study



Diversity & Inclusion in the Insurance Industry

The insurance industry has long made a priority of attracting, retaining and developing the best talent—and insurance businesses strive to reach this goal by making diversity and inclusion the centerpiece of their company culture.

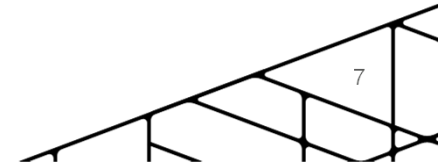
Facts & Statistics: Diversity in the Workplace

The U.S. Bureau of Labor Statistics (BLS) has information on diversity in the workplace by industry, including insurance; as well as information on diversity by occupation, including insurance sales agents, claims adjusters, insurance claims and policy processing clerks, insurance underwriters and actuaries.

Occupation	Total employed (in thousands)	Percent of Total Employed			
		Women	African American	Asian	Hispanic or Latino
Total, 16 years and over	151,436	46.8%	11.9%	6.1%	16.7%
Business and financial operations occupations	7,523	54.7	9.7	7.8	9.8
Insurance carriers and related activities	2,794	60.9	11.1	6.0	10.0
Claims adjusters, appraisers, examiners, and investigators	349	62.2	15.1	1.6	12.7
Insurance underwriters	104	62.5	9.6	6.3	4.9
Actuaries	14	N/A	N/A	N/A	N/A

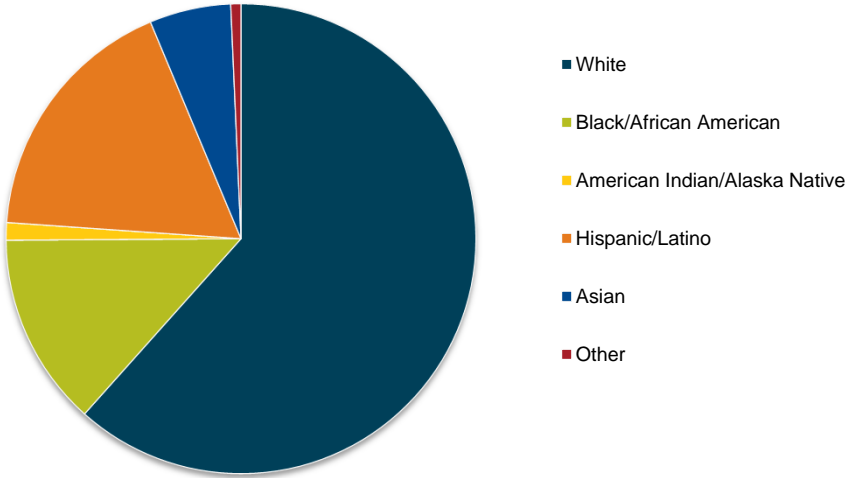


Adopted from the [Insurance Information Institute \(III\)](#)

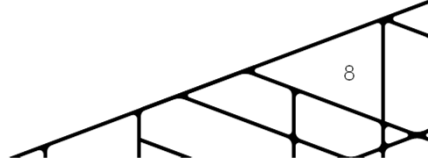
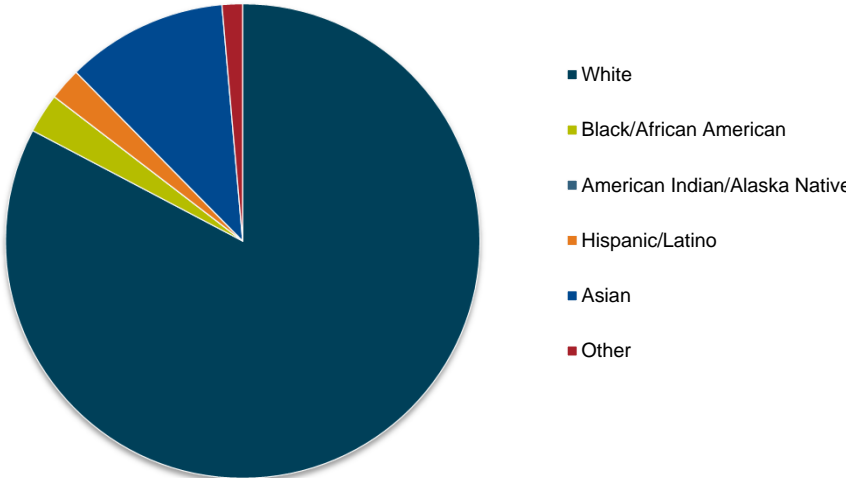


Diversity & Inclusion in the U.S. Actuarial Profession

U.S. Population



U.S. Actuarial Profession

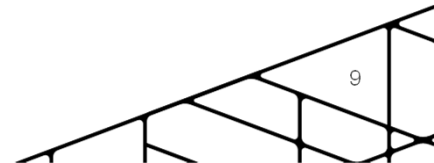


Exploring Diversity

Dimensions of Diversity



Dimensions of Diversity model adopted from Korn Ferry



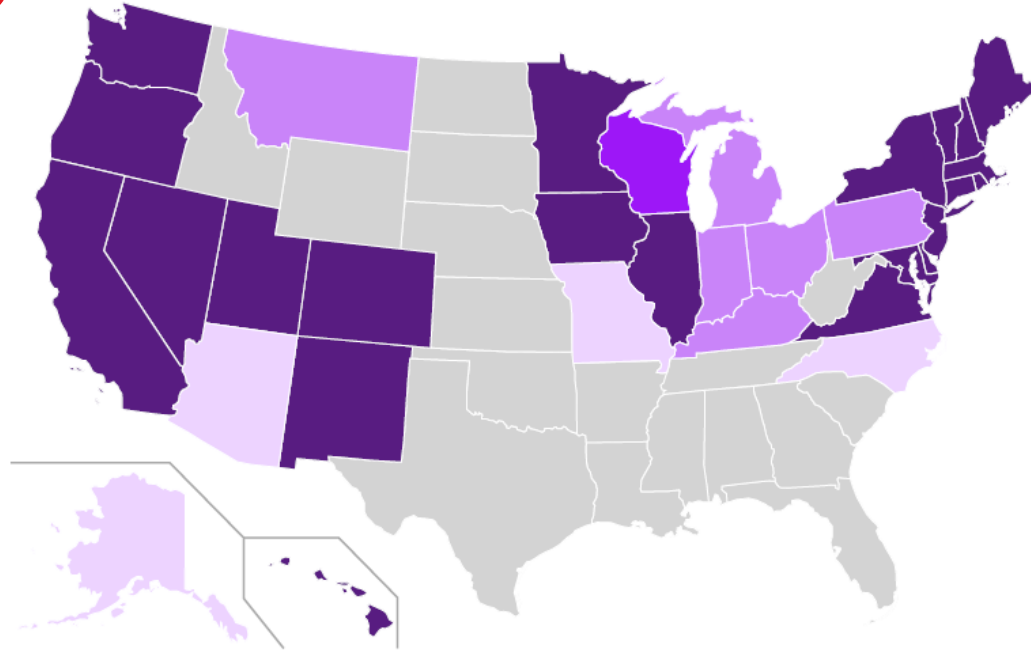
A rainbow flag with six horizontal stripes of equal width in the following order from top to bottom: red, orange, yellow, green, blue, and purple. The flag is waving and is set against a dark, textured background. The text "The LGBTQ+ Community" is overlaid in the center of the flag.

The LGBTQ+ Community

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Laws & Policies that Affect the LGBTQ Community

- 22 States prohibit discrimination based on sexual orientation and gender identity
- 1 State prohibits discrimination based on sexual orientation only
- 6 States prohibit discrimination against public employees on sexual orientation and gender identity
- 4 States prohibit discrimination against public employees based on sexual orientation only



Prohibit discrimination based on sexual orientation and gender identity (22 states & D.C.): California, Colorado, Connecticut, Delaware, District of Columbia, Hawaii, Illinois, Iowa, Maine, Maryland, Massachusetts, Minnesota, Nevada, New Hampshire, New Jersey, New Mexico, New York, Oregon, Rhode Island, Utah, Vermont, Virginia, Washington

Prohibit discrimination based on sexual orientation only (1 state): Wisconsin

Prohibit discrimination against public employees based on sexual orientation and gender identity (6 states): Indiana, Kentucky, Michigan, Montana, Ohio, Pennsylvania

Prohibit discrimination against public employees based on sexual orientation only (4 states): Alaska, Arizona, Missouri, North Carolina



Why Inclusivity Matters for the LGBTQ Workplace Community?

46% of LGBTQ Americans remain closeted in the workplace



31% of closeted LGBTQ workers said they feel depressed at work

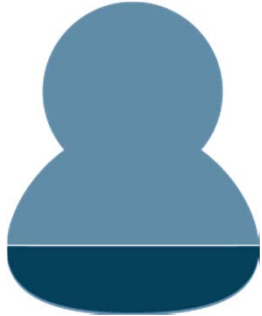


25% of closeted LGBTQ workers feel distracted from work

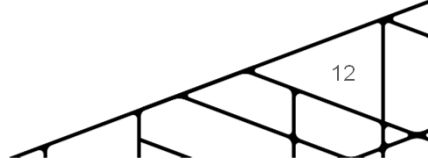


17% of closeted LGBTQ workers said they feel exhausted hiding their sexual orientation

45% of LGBTQ employees say enforcement of their employer's non-discrimination policy is dependent on their own supervisors' feelings to LGBTQ-related topics and/or issues



13% of LGBTQ workers worry that they will be fired from work for being LGBTQ



LGBTQ+ Terminology

Lesbian

(adjective or noun)

A sexual orientation that describes a woman who is emotionally and sexually attracted to other women.

Gay

(adjective)

A sexual orientation that describes a person who is emotionally and sexually attracted to people of their own gender. It can be used regardless of gender identity, but is more commonly used to describe men.

Bisexual

(adjective)

A sexual orientation that describes a person who is emotionally and sexually attracted to people of their own gender and people of other genders.

Transgender

(adjective)

Describes a person whose gender identity and gender assigned at birth do not correspond. Also used as an umbrella term to include gender identities outside of male and female. Sometimes abbreviated as trans.

Cisgender

(adjective)

Describes a person whose gender identity and gender assigned at birth correspond. Examples would be a man who was born male. Sometimes abbreviated as cis.

Queer

(adjective)

An umbrella term used by some to describe people who think of their sexual orientation or gender identity as outside of societal norms. Some people view the term queer as more fluid and inclusive than traditional categories for sexual orientation and gender identity. Due to its history as a derogatory term, the term queer is not embraced or used by all members of the LGBT community.

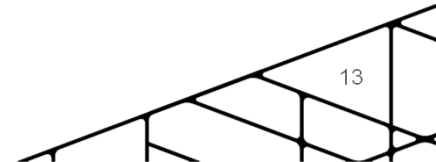
Ally

(noun)

A person who actively supports the rights of a marginalized community even though that person is not a member of that community; for example, a heterosexual person who campaigns for the rights of gay people.



Adopted LGBTQ+ terminology via [National LGBT Health Education Center](#)



Sexuality & Gender

Gender Identity

- Female/Woman/Girl
- Male/Man/Boy
- Other Gender(s)

Gender Expression

- Feminine
- Masculine
- Other

Sex Assigned at Birth

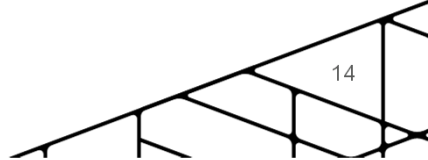
- Female
- Male
- Other/Intersex

Physically Attracted To

- Women
- Men
- Other Gender(s)

Emotionally Attracted To

- Women
- Men
- Other Gender(s)



Pronouns

Definition

A pronoun is a word that refers to either the people talking (like “I” or “you”) or someone or something that is being talked about (like “she,” “them,” and “this”)



Use

Gender pronouns refer to a person, and is chosen by the person, not determined by our perception of their gender expression or identity

Being misgendered can be hurtful, angering, and even distracting



Biographies



Introductions



Email Signatures

A rainbow flag with horizontal stripes of red, orange, yellow, green, blue, and purple is shown waving against a dark, textured background. The flag is slightly faded and semi-transparent, allowing the background texture to be visible through it.

Workplace Scenarios

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Workplace Scenario 1

Meet Jaylen, a Senior Actuary

Jaylen is waiting outside of the team meeting with three of his colleagues, including Angelica.

Angelica: “Hey, you’re into guys, right?”

Jaylen: “Uh, yeah”

Angelica: “OMG I have a gay friend I should totally give you his number.”

Jaylen laughs uncomfortably, and says, “I think I’m OK”.



Workplace Scenario 1

Jaylen, a Senior Actuary



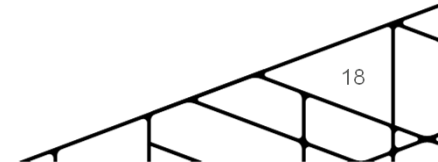
There are a few concerning aspects of this exchange

1. Angelica is inserting herself into her coworker's personal life
2. By bringing up Jaylen's sexuality, she is possibly "outing" him
3. Angelica makes the assumption that anyone who is interested in same sex partners is interested in each other

Suggestions for handling this situation

- Speak with Angelica separately and inform her that the conversation was both inappropriate and invasive
- Talk to Jaylen on the side and acknowledge his feelings
- Put yourself in someone else's shoes before making assumptions

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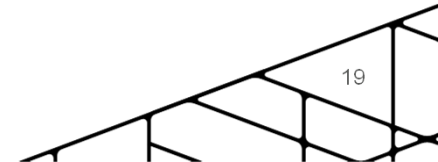
Workplace Scenario 2

Meet Jill, the new Actuarial Consultant

Jill is a new Actuarial Consultant at your firm. She just graduated from her University. In college she interned at the YMCA and was the Chair of her school's Pride organization. Jill lists her YMCA internship on her resume, but hasn't mentioned her involvement with LGBTQ+ advocacy to anyone at work.

She took the job in San Francisco to move with her female partner.

It's her first week in the office, and there's a social event. A few hours in someone asks: "What brought you to San Francisco? You didn't move for a man, did you?"



Workplace Scenario 2

Jill, the new Actuarial Consultant



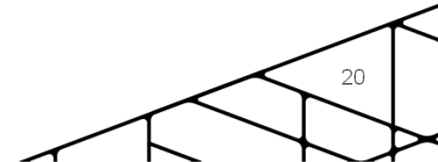
There are a few concerning aspects of this exchange

1. The individual assumes Jill is heterosexual
2. There is an assumption that men's careers are more important
3. Jill omits her position as the Chair of School's Pride Organization from her resume because she fears it will negatively impact her career trajectory

Suggestions for handling this situation

- Use more gender-inclusive terms like partner or significant other
- Ask open-ended questions, like "What made you decide to move to SF?"
- Be open with your own interests and express care about your employees

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Workplace Scenario 3

Meet Paco, a Managing Director in the Pricing department

You don't know Paco too well, but he appears to be in his late 40s. You've heard rumors around the office that he went through a messy divorce with his ex-wife in 2015.

He receives an instant message: "Hey, a couple of us guys and our significant others are getting drinks after work – want to come?"

Paco goes to the work event and brings his male partner. Someone says: "Oh, I thought we were only inviting our girlfriends and wives to this?"



Workplace Scenario 3

Paco, a Managing Director in the Pricing department



There are a few concerning aspects of this exchange

1. Paco's coworker assumes that Paco's significant other is a woman
2. There is an assumption made that because Paco was with a woman before, he is only interested in women
3. The group is only inviting heterosexual men to their happy hour

Suggestions for handling this situation

- Don't assume that everyone is heterosexual. Be cognizant of "bi-erasure"
- Respond with phrases like, "everyone is welcome here!"
- Talk to Paco and his partner on the side and acknowledge their experience

Workplace Scenario 4

Meet Sam, the new hire on your team

Sam is a new hire on your team. They are moving to your job to get a fresh start, after recently transitioning from using “he/him” pronouns to “they/them” pronouns. They heard your company has a fantastic Pride group. Sam’s updated resume includes their use of “they/them” pronouns. Although Sam uses “they/them” pronouns, they present as masculine.

It’s the Team Meeting and Sam’s new manager is introducing them: “Hi, ladies and gentlemen, I’d like to introduce you to Sam, who joined from Company ABC where he revolutionized their Reserving process. He is going to make huge changes around here!”



Workplace Scenario 4

Sam, the new hire on your team



There are a few concerning aspects of this exchange

1. Introducing someone without asking them how they want to be introduced
2. Sam included their pronouns on their resume and the manager did not respect them or make note of this in the hiring process
3. “Ladies and gentlemen” is not inclusive to people who are non-binary

Suggestions for handling this situation

- Start meetings with new groups with introductions that include pronouns
- Include your own pronouns in your email signature
- Introduce yourself with pronouns to normalize the trans experience
- Ask other people their pronouns when meeting them
- Respect everyone’s pronouns and acknowledge when you make a mistake

A rainbow flag with horizontal stripes of red, orange, yellow, green, blue, and purple is shown waving against a dark, textured background. The flag is slightly faded and has a grainy appearance.

Advancing Actuarial Workplaces

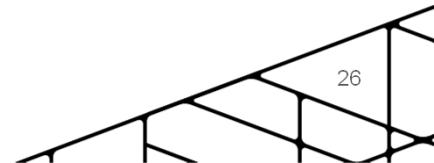
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Exploring Diversity

Dimensions of Diversity

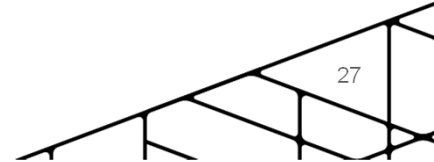


CNA's adopted Dimensions of Diversity model



Advancing the LGBTQ+ Experience

- Be willing to ask questions and listen to LGBTQ+ employees
- Incorporate the use of pronouns at your workplace and in your daily life
- Use your voice to amplify the stories and needs of LGBTQ+ individuals
- We all have many identities that intersect which interact to make us who we are
- Inclusion Matters! Think about the “right thing to do” and how inclusion directly and positively impacts business results



A rainbow flag is shown waving on a pole against a dark, textured background. The flag's colors are red, orange, yellow, green, blue, and purple. The text "Q&A" is centered over the flag.

Q&A

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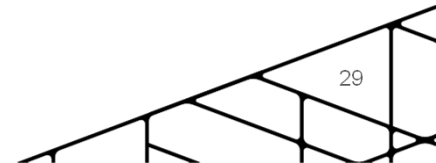


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Additional Resources

Insurance Industry

Business Insurance

- [Diversity & Inclusion Institute](#)

Insurance Industry Charitable Foundation (IICF)

- [Women in Insurance Conference Series](#)

The Big “I”

- [Diversity Task Force](#)

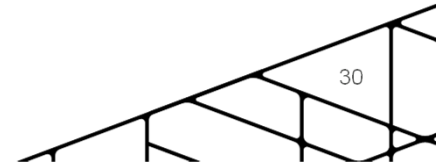
LGBTQ+ Organizations

Human Rights Campaign

- [Explore: Allies](#)
- [Explore: Communities of Color](#)
- [Explore: Workplace](#)

Out & Equal

- [Global Initiatives](#)
- [Workplace Summit](#)



Thank you.

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