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LBTQIA+ INCLUSION AT WORKPLACE

A guidebook for Family ry

ABSTRACT

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LGBTQIA+ Inclusion at Workplace – A guidebook for Familia ry
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This thesis addresses the special challenges encountered by LGBTQIA+ individuals within intercultural families, focus to enhance inclusivity within Familia ry, a Finnish organization that supports diverse family communities. In alignment with the Finnish Constitution and international human rights frameworks, all individuals are entitled to equal treatment, dignity, and security. Despite these protections, LGBTQIA+ individuals, especially those from intercultural backgrounds, frequently face discrimination in both public and private areas. Recognizing this need, the project developed an LGBTQIA+ Inclusion Guidebook, equipping Familia's employees, and volunteers with practical tools to create a more inclusive and supportive environment.

Familia ry, as the project's work-life partner, has supported intercultural families but has focused on heterosexual family structures, leaving LGBTQIA+ families out of their focus. The guidebook fills this gap by providing easy usable strategies for include inclusive practices into Familia ry's daily operations and peer support activities. By focusing on the intersectionality of sexual and gender identity with cultural backgrounds, the guidebook offers specific guidance to help Familia ry improve its support for LGBTQIA+ families, recognizing the unique challenges they face. The guidebook is integrated into Familia ry's introduction folder and inclusion plan, ensuring its accessibility for new employees and volunteers in the future.

Establishing this guidebook provides Familia with a flexible, lasting framework for inclusivity, adaptable to future needs and developments within the organization. Potential future projects, such as peer support groups for intercultural LGBTQIA+ families, could further strengthen Familia ry's commitment to inclusivity. In the long term, this guidebook is more than a set of guidelines; it is a useful tool for helping Familia fully embrace diversity and promote equality, making inclusivity an essential aspect of its journey to support all family structures within Finnish society.

Keywords: Intercultural, LGBTQIA+, Families, Sexual Minority, Gender Minority

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1 INTRODUCTION

In recent years, the need for more inclusivity and understanding of sexual and gender minorities has become increasingly apparent across different sectors, including workplaces and community organizations. Despite progress in LGBTQIA+ rights many individuals still face significant challenges, particularly those who belong to multiple minority groups, such as intercultural LGBTQIA+ families. LGBTQIA+ is an umbrella term used about sexual and gender minorities, and it will be explained in detail in chapter 2 (Seta, 2021).

The FRA (European Union Agency for Fundamental Rights, 2020) LGBTI Survey data for Finland mentions that 14% of the participants felt discriminated against at work, the overall EU average is 21%. Negative experiences can impact multiple areas of daily life, such as visits to cafés, restaurants, hospitals, and shops. According to the 2019 survey results, 31% of participants in Finland reported feeling marginalized in at least one aspect of their lives during the year prior to the survey. This is notably lower than the 42% average observed across the other EU countries. These individuals experience special difficulties related not only to their sexual or gender identity but also to their cultural and ethnic backgrounds. This intersectionality often results in increased forms of marginalization, highlighting the necessity for organizations to adopt more inclusive practices that address the specific needs of these diverse communities.

This thesis aimed to develop an LGBTQIA+ Inclusion Guidebook for Familia ry, designed to promote inclusivity for sexual and gender minorities within the organization's operations and activities. During this thesis, the term Familia will be used to refer to Familia ry. The guidebook offers simple steps to help Familia create a safer space for everyone, especially those from different cultural backgrounds. It highlights the importance of understanding how people's cultural and gender identities can combine to create special challenges. By focusing on these needs, the guidebook aims to improve how Familia supports diverse LGBTQIA+ families in an effective way.

2 THEORY BEHIND THE PROJECT

For the sake of the thesis subject, it is vital to understand few key concepts related to the subject. This project addressed intercultural families, and sexual gender minorities. To further understand the importance of the project, it is important to open the terms for the reader. This project focuses on intercultural families, and sexual and gender minorities. Understanding these terms is crucial for recognizing the diverse dynamics and challenges within families of different cultural backgrounds, as well as the unique experiences of LGBTQIA+ individuals within these contexts. By clarifying these concepts, the project aims to highlight the importance of promoting inclusivity and understanding in intercultural settings, fostering acceptance and support for all family members

2.1 Sexual and gender minorities

For health and social care practitioners, understanding the life experiences of individuals who identify as LGBTQIA+ is crucial to effectively meeting their needs. Despite significant progress in culture and legislation in recent years, issues related to sexuality and gender identity are still rarely considered when developing social policies or health and social care services. There is also a noticeable lack of transgender awareness in social work education programs, which may extend to both child-focused and adult-focused curricula. As a result, LGBTQIA+ individuals often feel overlooked or are hesitant to discuss this aspect of their identity when seeking services, leading to a sense of neglect or exclusion (Dix et al., 2019, p. 173).

LGBTQIA+ is an umbrella term, and it is a letter combination that refers to both sexual and gender minorities. It stands for lesbian, gay, bisexual, transgender, queer or questioning, intersex and asexual (Seta ry, 2021), and + refers to others not included in the above-mentioned, for example allies, genderfluid and polyamorous (Betts, n.d.a.). Sexual orientation exists on a spectrum and is independent from the person's gender. Sexual orientation tells us whom the

person feels emotionally and/or erotically attracted to, and whom they love. Sexual orientation is usually defined by person's own gender and the gender of the person they feel attracted to. (Setälä, n.d.b.)

Gender minorities consist of people who feel like the gender that was assigned to them in birth is not what they identify of, or whose gender expression and experience does not fully or partially correspond with the normative notions of gender. Gender minorities include for example transgender, intersex, and non-binary gender. More inclusive way to talk about gender is to use term gender diversity. Gender diversity includes gender minorities and majorities. From the individual's point of view, gender can be seen as a diverse and unique. (Sukupuolen moninaisuuden osaamiskeskus, 2021.)

Transgender refers to individuals whose gender identity differs from the one assigned to them by a doctor at birth, typically based on their physical anatomy. This assignment, termed "sex assigned at birth," typically categorizes individuals as either "male" or "female." When an individual's gender identity does not align with the binary classification of "male" or "female," they may identify as nonbinary. This encloses a spectrum of identities where one may feel both masculine and feminine, exist between these categories, or entirely outside of them. (Planned Parenthood, 2024-a.)

Intersex refers for individuals born with reproductive or sexual anatomy outside typical male or female organs. Medical interventions may be performed by doctors on intersex infants to align them with binary ideas of male or female. However, the legal sex assigned at birth does not necessarily determine their gender identity as they grow up, like non-intersex individuals. (Planned Parenthood, 2024-b.)

2.2 Beyond tradition – redefining family

Rainbow family (Sateenkaariperhe) is a term used in Finland by the LGBTQIA+ community and general population to refer to a family that has one or more people identifying themselves as part of a sexual and/or gender minority. According to Sateenkaariperheet ry (2016) rainbow families are all different. Furthermore, rainbow families, defined by the inclusion of one or more parents from sexual or gender minority groups, display a rich variety of diversity. Each family possesses its own distinct background and lives in unique circumstances. What unifies many rainbow families is their marginalized status in both legislation and statistical records, as well as their limited representation in children's cultural explanations. Due to the absence of established societal norms regulating the family lives of sexual and gender minorities, some rainbow families take on unconventional configurations. For instance, individuals may choose to create families with their closest friends or explore the possibility of parenting with more than two caregivers. (Sateenkaariperheet ry, n.d.c.)

The meaning of family is different for people, there are several constellations. Statistics Finland (2019) has grouped a family into different types:

- married opposite-sex couple without children
- married same-sex couple without children
- cohabiting opposite-sex couple without children
- married opposite-sex couple with children
- married same-sex couple with children
- cohabiting opposite-sex couple with children
- cohabiting same-sex couple with common children
(biological mother and confirmed mother)
- registered male couple without children
- registered male couple with children
- registered female couple without children
- registered female couple with children
- mother with children
- father with children.

In addition to the formal definitions, various alternative configurations can be employed to characterize the concept of family. As explored in the preceding section, the interpretation of family is expansive, encompassing a diverse variety of arrangements. While the official definitions have been outlined, unofficial interpretations also exist. Some individuals may view a family as comprising a single person and their animal companions, such as dogs, cats, birds, or turtles. Moreover, a couple without offspring may perceive themselves as a family unit. It is not uncommon for intimate friendships to be equated with familial relationships, as the emotional closeness with a friend can sometimes surpass that with a blood relative. Consequently, close friends are occasionally referred to as members of one's chosen family.

According to Familia (2022), intercultural family is a family, which has at least one family member from different cultural background. Usually, the partners were born and raised in different countries, have different culture, and speak different native languages. Children of intercultural parents are also considered as part of the intercultural family. There are approximately 96 808 intercultural families in Finland (Familia ry, 2022).

The combination of rainbow families and intercultural dynamics introduces several ethical considerations that warrant attention. For example, belonging to two or more minority groups, can be challenging and has a high chance that these families face minority stress in their daily lives. McConnell et al. (2018) discuss minority stress, which highlights the increased social stress experienced by LGBTQIA+ people of colour (POC) due to racism and heterosexism. Despite variations in their racial or ethnic backgrounds, they share a dual minority status based on sexual orientation and race / ethnicity. They encounter heterosexism in society and their racial / ethnic communities, while also facing racism within LGBTQIA+ communities and in their romantic relationships. LGBTQIA+ POC often struggle with identity classification and stress while navigating their marginalized identities in different social settings.

2.3 Inclusion

According to Cambridge Dictionary (n.d.d.) inclusion is the act of including all types of people, things or ideas and treating them all fairly and equally. Cambridge Dictionary also defines that inclusion means that everyone should be able to use same facilities, participate in same activities, and have same experiences. Inclusion embodies an approach that is fair, free from discrimination, and it encourages active participation. It has been demonstrated in work-life that inclusion have many benefits like more motivation and well-being at work, occupational safety, and more creativity and innovation. (Finnish Institute of Occupational Health, n.d.e.)

Increasing the inclusion in workplaces can help in non-discrimination conformity and increase collective recognition of diversity amongst the employees. Lack of inclusive practices influence personal health and attitude towards the job. An inclusive workplace helps members of the organization to feel recognized for their unique identities, help them integrate into the group, and feel valued for their input. Inclusive workplaces give opportunities for all employees to be heard and have influence. (Stone, Dulebohn & Lukaszewski, 2020.)

3 NEED, PURPOSE, AND OBJECTIVES OF THE PROJECT

This project was aimed to address the unique challenges faced by LGBTQIA+ individuals in intercultural families and promote inclusivity within Familia, an organization supporting diverse family communities. By developing a guidebook, the project equips Familia's staff and volunteers with practical tools to create a more inclusive, supportive atmosphere for all families within Familia.

3.1 Need of the project

After researching the subject of recent theses on Theseus, it became clear that there has not been a similar thesis regarding intercultural LGBTQIA+ families done in the recent past. Furthermore, Familia themselves mentioned that they are interested in this subject for the thesis. They do have a PDF on their webpage with exact wishes for upcoming theses projects and research. Familia wants to become more integrative and more inclusive towards the LGBTQIA+ community and families, and this guidebook will be a helpful tool to make this subject more visible in Familia's daily work life and their target group. Furthermore, it is important to spread awareness to new employees and volunteers and give ideas on how to be more inclusive towards LGBTQIA+ families.

For the future, the guidebook could be helpful to start intercultural LGBTQIA+ parent peer support groups, the groups aim could be to bring LGBTQIA+ families together, support their wellbeing, offer peer support, and give them the opportunity to exchange their thoughts with other families and individuals with similar backgrounds and situations.

By creating this guidebook, the thesis aims to close the gap between the short age of resources for intercultural LGBTQIA+ families and the inclusive practices needed. This will give Familia useful ideas and strategies to better support these communities. Incorporating LGBTQIA+ inclusion into a family-oriented NGO (Non-Governmental Organization) like Familia is crucial for creating a supportive

environment for all families. The inclusion acknowledges that families come in many different forms and styles, as it will be elaborated further during this thesis. Additionally, it will promote understanding and collaboration among employees and volunteers, ensuring that all voices are heard and valued. As mentioned by Boyle and Topping (2012, p.16), embracing ideas in theory is just the beginning, but putting them into practice often takes much more time. It might be a longer process to integrate and include this target group successfully into Familia's daily work.

3.2 Purpose of the project

Recognizing and addressing the challenges of LGBTQIA+ individuals in intercultural families are crucial for inclusivity. By doing so, Familia can offer better support to the diverse needs of intercultural family communities. Furthermore, it is important to integrate all kinds of families into an organization, which offers support and activities for families of all cultures. Intercultural families face various kinds of challenges, such as cultural differences, communication barriers, and navigating diverse social norms. Added to these challenges, some intercultural families belonging to the LGBTQIA+ community face additional issues. There is a need for intercultural LGBTQIA+ families to feel included in the services, not forgetting people working and volunteering for the organisation.

The purpose of the project was to introduce and share awareness of the subject LGBTQIA+ in intercultural families to Familia and their work strategy. This is important, due to the fact of the constant immigration around the world and in Finland. In 2021 there have been 36364 immigrants registered in Finland (Statista, 2022). People immigrate and seek asylum for several reasons, one of them is the discrimination of their sexual orientation. In 2019 there were seventy countries that criminalised same-sex acts, and eleven of these countries had death penalty for same-sex acts. (The UN Refugee Agency, 2024.)

3.3 SMART Objectives for the project

During the project SMART objectives was set to outline a clear and achievable plan to create the guidebook for Familia. The SMART objectives stand for Specific, Measurable, Achievable, Relevant and Time bound. The SMART objectives (see Table 1) guided the planning and implementation of the project. The main objective for the project was to help employees of Familia be more aware in their everyday work lives of how they can increase inclusivity and add more knowledge of LGBTQIA+ families. This main objective was then divided into more precise objectives: create a LGBTQIA+ inclusion – guidebook's first version is ready in the beginning of the September 2024, gather feedback from the working life partner in October 2024, and present the guidebook to Familia and gather feedback (see appendix 2) by the end of the October 2024.

Table 1. SMART Objectives

	SMART Objectives
Specific	<ul style="list-style-type: none"> • Create a guidebook that will provide step-by-step instructions and resources for employees and volunteers of Familia to create an inclusive environment for LGBTQIA+ families. • The guidebook will give the organization and its workforce tools to be more inclusive.
Measurable	<ul style="list-style-type: none"> • The guidebook will help more intercultural LGBTQIA+ families to feel included in organization's activities. • Familia's employees and volunteer incorporate inclusive actions from the guidebook to their working.
Achievable	<ul style="list-style-type: none"> • The guidebook's first version will be ready by the time the thesis has been finished by October 14th, 2024. • It must be mentioned that the presentation of the guidebook to Familia will be held later during the year 2024.
Relevant	<ul style="list-style-type: none"> • The guidebook addresses the need for increased awareness and sensitivity to the experiences and needs of LGBTQIA+ families within Familia's activities. • By providing practical guidance and resources, it aims to foster a more inclusive and welcoming environment where all individuals feel valued and respected.
Time bound	<ul style="list-style-type: none"> • Deadline for the thesis is October 28th, 2024. • Presentation of the guidebook to Familia is on October 31, 2024.

4 PARTNERS

This project was conducted in cooperation with Familia, a national expert organization supporting the wellbeing of intercultural families in Finland. The project's target group includes Familia's employees, interns, and volunteers, who play a key role in promoting equality among intercultural families. In this chapter we will go in for more information about Familia.

The idea for this thesis emerged during writers' internships at Familia, where they recognized a gap in activities for rainbow families and information about LGBTQIA+ relating to intercultural families. This observation high-lighted the need to integrate rainbow families into the organization's programs. Additionally, Familia offered a downloadable list of thesis topics on their website, which further aided the students in refining their focus and developing a relevant and impactful thesis.

4.1 Familia ry

Familia was the work life partner for this project. As mentioned on their webpage (2021), a national expert organization of intercultural families Familia's purpose is to support the wellbeing of intercultural families. Familia offers peer support, volunteer activities, information, and advice. Familia's aim is to also make improvements in the social and legal systems, in hopes to improve the ways that the needs of intercultural and multilingual families and Finns are met. During the Pride week in 2023, Familia organized a "rainbow in the park" picnic for intercultural rainbow families (Helsinki Pride Yhteisö, 2023). While Familia has provided support for intercultural families, it has predominantly focused on heterosexual families and their children, overlooking the presence of intercultural rainbow families.

As mentioned on Familia's website (2024), through volunteering with them, volunteers actively contribute to advancing equality among intercultural families,

couples, and youth in Finnish society. They play a part in shaping Familia's initiatives, connecting with new people, and gaining valuable experience while supporting others.

4.2 Target group

The target group of the product were the employees, interns, and volunteers of Familia. Familia has currently fifteen employees working in Helsinki metropolitan area as of 24.10.2024 (Familia ry, 2024). They have changing number people doing their internships and changing amount of people doing the work trials (Familia ry, 2024). In October 2024 they have three interns doing their internships in Familia. There are volunteers volunteering in Helsinki metropolitan area but also in other parts of Finland, and online (Familia ry, 2024).

The guide will be integrated into Familia's introduction folder and/or their inclusion plan. The introduction folder is an online folder which every new employee, intern and work trial goes through when starting a new position. The folder includes all necessary information, updates, and introduction to Familia's work. The inclusion plan 'Familia's inclusive and family-friendly plan' guides their operation. The inclusion plan includes what inclusive and family friendly workplace means for Familia, how they implement the plan and how it is monitored. (Familia ry, 2024.)

5 CREATING THE GUIDEBOOK

This chapter will focus on the resources being used and which resources have been needed. Furthermore, this chapter will have detailed description of the process of the thesis and the guidebook, having the focus on the creating the guidebook.

5.1 Process description

As illustrated in Figure 1, we first started to generate the idea for the project together with the work life partner Familia during our internship there in Autumn 2022, and the idea was finalized in 2023. The idea came from combined interests for intercultural families and sexual and gender minorities, and the need Familia had for LGBTQIA+ related information and activities.

The project started in June 2024 when the thesis proposal was approved. The project began with writing a thesis agreement form with the work-life partner. (Diaconia University of Applied Sciences, 2024) The process then continued with planning the product, which, in this case, was the guidebook. The planning started in June 2024. Planning and evaluating the thesis idea was important because it ensured the project was practical, relevant, significant, aligned with goals, original, and well-received by peers. This initial step set the stage for a successful and impactful project. Furthermore, it was important to research the thesis idea itself to determine if the subject had already been reviewed and explored. Another aspect during the planning phase was the achievability of the idea and its applicability in the future. During this phase, feedback was sought from the working life partner and mentors.

During the implementation phase, the planned ideas and initial research for the guidebook were put into action, and the guidebook was developed during July and August 2024. While the implementation phase was ongoing, constant research on the subject of the guidebook was conducted. The manuscript for the

guidebook was created through collaborative writing in Word. The manuscript of the guidebook was written in August 2024. After the manuscript was completed and the text was edited, there was planning for the visual aspects of the guidebook within the framework of Familia's brand. Familia's specific brand colours and fonts were used in the guidebook. The final product was created using Canva. The first version of the guidebook was ready September 2, 2024, and the finalized version with the changes October 24, 2024.

Diaconia University of Applied Sciences copyright agreement with the work-life partner was written on October 24, 2024, to agree on the use of the guidebook (Diaconia University of Applied Sciences, 2024).

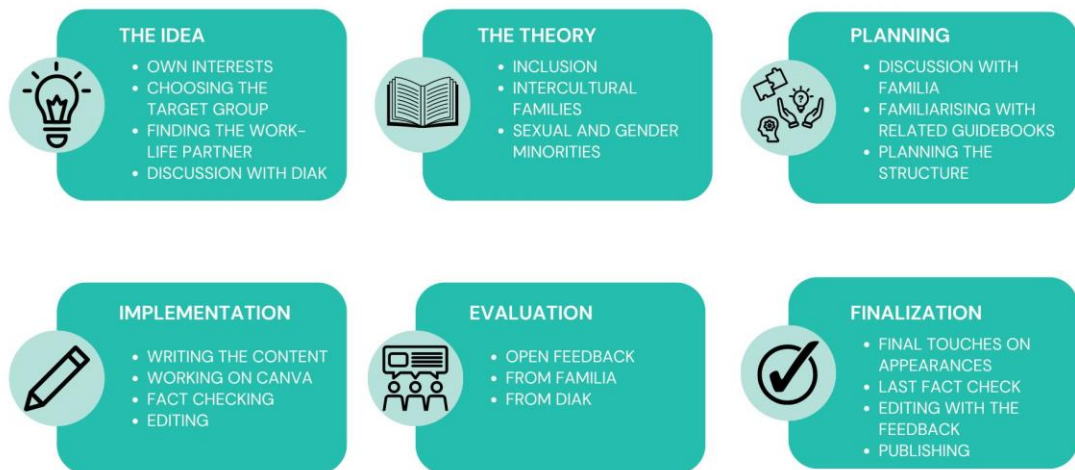


Figure 1. Process description for the project

5.2 Resources

During the process of research for the project, we used several methods to find, collect and analyse literature. The research for the project had to be reliable and up to date. Information and knowledge of sexual and gender minorities have developed through years immensely, so it was important to use sources that are most recent. In Table 2 there is a list of resources that are described in the following chapters. Table 2 is divided into Need of resources, Resources available and received, then to Human, Material and Technical.

We utilized various online libraries, including the Finna library services provided by Diaconia University of Applied Sciences. Additionally, for the collection of data and information, we did research on Familia's group activities and activity calendar and the introduction folder, which include all information for new employees, interns and people doing their work trials.

Other resources we needed for the project included working hours, access to internet, Microsoft -products, Canva and Padlet, and computers to work with. The access for the Microsoft -products, like Word and Forms, was already provided from the Diaconia university of applied sciences. In case of not having an own computer, there were free access to computers at Helmet libraries and at the Diaconia campus. Padlet and Canva have free access option, so there was no need for the paid version of the said applications.

Table 2. Resources

	Need of resources	Resources available	Received resources
Human	<ul style="list-style-type: none"> • Knowledge • Working hours • Motivation • Skills for using databases, computer, apps 	<ul style="list-style-type: none"> • Partly knowledge about the subjects • Availability/working hours • Skills 	<ul style="list-style-type: none"> • Feedback from supervisors and students • Gaining more knowledge to use databases, apps
Material	<ul style="list-style-type: none"> • Workplace • Literature • Familia's organizational recourses/ materials • Online databases • Library card 	<ul style="list-style-type: none"> • Workplace • Literature • Library card 	<ul style="list-style-type: none"> • Literature from online databases • Familia's organizational recourses/ materials
Technical	<ul style="list-style-type: none"> • Internet connection • Computer • Access to Microsoft office • Access to Canva • Access to various online literature databases • Access to Teams • Access to survey platforms 	<ul style="list-style-type: none"> • Internet connection • Computer/ Laptop • Access to Microsoft office • Access to Canva • Access to various literature databases • Access to Teams 	<ul style="list-style-type: none"> • Creating new accounts at literature databases • Creating an account for the use of surveys

5.3 Risk analysis

While focusing on the project and thesis, it was important to investigate risks that could affect the making of the project and its success. According to Hyttinen (2017), risk management could minimize or even prevent the risk, and the risk management started with identifying potential risks. It was also important that the risks were assessed throughout the entire process, not just at the beginning of the project. Risk analysis should have included measures to prevent and minimize the risks.

SWOT risk analysis was done to before the project began. SWOT stands for Strengths, Weaknesses, Opportunities and Threats, and the weaknesses and opportunities are of present and/or internal factors (Posner & Applegarth, 2019). Table 3 will display the SWOT risk analysis, outlining the strengths, weaknesses, opportunities, and threats of the project, along with short explanations for each component.

One of the biggest risks in the project was schedule slipping and slow progress. While setting clear deadlines and goals was an effective way to prevent both risks, there was a need for outside pressure to prevent and minimize these risks. There is always a threat that the product will not be used and updated, so to make sure that the guidebook is in active use and known by the target group, it was published in work life partner's social media and webpage, and there was a presentation given to the work life partner. While the guidebook is now only available in English, the work life partner has the editing rights and can make it also in Finnish.

While researching the subject for the thesis, it became clear that online platforms were the most reliable sources for information on the constant changes in the LGBTQIA+ acronym, as they are frequently updated. This is one of the weaknesses relating to how the knowledge develops and changes frequently, as mentioned in Table 3. As mentioned by National Geographic (2021), the LGBTQIA+ acronym has expanded with the addition of "I" for intersex, "A" for asexual, and the plus sign ("+"), which reflects the growing understanding of

gender identities and sexual orientations. These updates ensure broader representation within the community. The evolving nature of the topic, particularly the changes in language and societal recognition, makes online resources essential for staying current, as they provide real-time information that is not typically available in books or more static publications. To avoid this weakness to hinder the thesis and the project, we found the newest information possible.

One big threat for the process was not finding up to date literature for the thesis. The process of publishing an academic book typically spans fifteen to twenty-four months or longer, as it involves several stages such as editing, design, and production. This lengthy timeline ensures that the book thoroughly represents the author's ideas and communicates them effectively (Goforth, 2023). Given this extended process, reliable online sources were prioritized, as they provide up-to-date information more quickly than traditional publications. This is especially important for dynamic subjects like LGBTQIA+ issues, where real-time information is necessary. Traditional books, which may take years to publish, often cannot keep pace with these rapid changes.

Table 3. SWOT risk analysis

STRENGTHS	<ul style="list-style-type: none"> • Personal interests and knowledge about the subject of the project. • No recent similar projects about intercultural LGBTQIA+ families. • Work-life partner's interest on the subject.
WEAKNESSES	<ul style="list-style-type: none"> • Limited timeline for active writing per day. • LGBTQIA+ knowledge develops and changes frequently. • Limited resources regarding the subject of intercultural LGBTQIA+ families.
OPPORTUNITIES	<ul style="list-style-type: none"> • The guidebook can be translated to different languages. • Other organizations could use the guidebook for their employees and volunteers. • The guidebook could be introduced into Diaconia university of applied science for students and teachers.
THREATS	<ul style="list-style-type: none"> • The guidebook will not be used by the work-life partner. • The guidebook is only available in English. • The guidebook will not be updated regularly. • Literature is not up to date.

6 ETHICAL QUESTIONS AND LAW REGULATIONS

During the process of authoring the thesis proposal and thinking about the project, the question emerged, how the reliability and sustainability of the project and the guidebook will be in the future, since the development of the phrasing has been frequently changing during the past and will be changing constantly. Considering this constant change, it is necessary to overlook the guidebook, its wording, and the general view into this subject. In the future, hopefully there is more acceptance and understanding of LGBTQIA+ identities, gender, and sexuality. This means that people might use more words to describe different gender identities and sexual orientations. People may also be more open to different ways of expressing their gender. New technology and social media will also play a role in helping people understand and accept LGBTQIA+ individuals better. The guidebook about LGBTQIA+ inclusion will need to be updated regularly to include latest information and ensure it is helpful for everyone at Familia. In the guidebook the recommendation for check-ups is once a year.

In theory the LGBTQIA+ community and their individuals should be treated equally as every other individual. However, in practice, systematic prejudices, societal biases, and legal disparities resulting in widespread discrimination, marginalization, and denial of rights for LGBTQIA+ individuals. For this reason, it is important to educate constantly about the issues and marginalization of the LGBTQIA+ community. It is essential for fostering understanding, empathy, and respect. It helps to deconstruct prejudice and discrimination, promoting a society where everyone is valued and treated equally. As mentioned in the previous text, many countries still treat the LGBTQIA+ community unequally and with discrimination, often the reason for this is their culture, traditions and a tight believe in religion.

Keppens et al. (2015) mentions that traditional values often play a significant role in shaping the connection between religion and negative views towards the LGBTQIA+ community. In many traditional religious beliefs, the adherence to distinct gender roles is highly valued, and homosexuality is often seen as

conflicting with these established roles. Consequently, negative attitudes towards these individuals are believed to stem from the perceived infringement upon traditional gender norms.

Mentioned by the Constitution of Finland (731/1999), every person living in Finland, is entitled to equal treatment under the law, with no one being unjustly discriminated against due to their gender, age, ethnicity, language, religion, beliefs, opinions, health status, disability, or any other personal attribute. Any differentiation in treatment must be supported by a legitimate reason. Additionally, all individuals have a right to life, personal freedom, dignity, and security. These fundamental rights protect each person's liberty and well-being, ensuring fair treatment and safeguarding their basic human rights.

Also, the United Nations (2024) states that human rights are fundamental entitlements inherent to every individual and person, irrespective of factors like race, gender, nationality, ethnicity, language, or religion. These rights encompass fundamental aspects such as the right to life and liberty, freedom from slavery and torture, freedom of speech, the right to pursue work and education. They apply universally and are not subject to discrimination, ensuring that every person is entitled to these rights.

Contrary to the human rights mentioned by the United Nations and the Constitution of Finland, Amnesty international (2024) mentioned on their website, that in numerous countries worldwide, living openly as a lesbian, gay, bi-sexual, transgender, or intersex individual carries life-threatening risks. Even in environments where immediate danger is not imminent, discrimination based on sexual orientation, gender identity, and/or expression, exacts a profound toll on individuals' physical, mental, and emotional well-being. Discrimination and violence against the LGBTQIA+ community manifest in various forms, ranging from verbal harassment, bullying, and gender-based violence to systemic injustices such as employment and healthcare discrimination. Furthermore, efforts to advocate for the rights of LGBTQIA+ individuals often encounter resistance and suppression on a global scale.

The Finnish non-discrimination Act (1325/2014) states that direct discrimination occurs when someone is treated less beneficially than another person in a similar situation due to their personal traits. Conversely, indirect discrimination takes place when a seemingly impartial rule, standard, or practice puts an individual at a disadvantage based on their personal characteristics. This type of discrimination is only permissible if the rule, standard, or practice serves a legitimate purpose and the means to achieve that purpose are appropriate and necessary.

Despite the protections established by the Finnish Non-Discrimination Act, LGBTQIA+ individuals continue to face discrimination, often in more subtle and indirect ways. This type of discrimination can be challenging to recognize, as it is often ingrained in societal norms and everyday practices. For example, LGBTQIA+ individuals may encounter barriers when seeking healthcare or social services, where implicit biases can affect the quality of care they receive.

7 EVALUATION AND FEEDBACK

Evaluation of the project helped to finalize the product and have the product reflect the needs of the work-life partner. The evaluation additionally gave development ideas for the product. This chapter will talk about the evaluation of the project and have a general reflection of the thesis process. It will also include the professional development of the writers.

7.1 Feedback of the project

After the first version of the guidebook was ready, it was sent to the executive director of Familia in September 2024 to see if there was anything to add or change in the product and to get open feedback from them. The feedback was received on October 20, 2024, via e-mail with comments and suggestions, and an approval of using the guidebook as it is.

The final version of the guidebook (see Appendix 2) was shared with the target group on October 31, 2024, when everyone had the opportunity to provide open feedback. Additionally, they completed an anonymous feedback form with questions designed to assess whether we have achieved all our objectives. The feedback form's questions aim to give us constructive feedback from the target group on various aspects of the guidebook. Questions for the feedback form were formulated with the help of the HELPER. HELPER is a process for providing feedback, and it was used as a guide to write the feedback form (see Appendix 2). In the Table 4 is explained what phrases is used to conduct helpful feedback. (Posner & Applegarth, 2019.)

Table 4. HELPER

HELPER	
H	Hear each member's contribution
E	Elaborate with additional positive
L	Look at all members' ideas for improvement
P	Promote additional suggestions for improvement
E	Empower the team: do not dictate
R	Recognise overall positive behaviours, results, and contributions

After the presentation to the employees to Familia, they were able to fill out an anonymous feedback form and sent their development ideas as well for further updates on the guidebook and the involvement of Familia. Overall, the guidebook received positive feedback, and the employees used the open feedback section in the form.

Here are some anonymous quotes from the form:

“Not necessarily for the guidebook but Familia could benefit from developing a training module for volunteers based on the content of the guide.”

“Maybe a glossary for rainbow minorities to access for help. Like webpages, organisations, hotlines or some other places to seek help.”

“Very nice how you managed to summarize a lot of research work into a simple and accessible book”

After the presentation, the guidebook was published on Familia's online platforms, such as Facebook, Instagram and LinkedIn and their website to download.

7.2 General reflection of the thesis process

The thesis process has been both a challenging and rewarding journey, offering valuable lessons that contribute to our academic and personal growth process. Finding a suitable topic for us has been somewhat challenging but also interesting. Since one of us was interested in the subject of intercultural families and the other into supporting the LGBTQIA+ community, we decided to combine. As mentioned before, Familia also was interested into that combination.

We made it a priority to meet on Teams 3-5 times a week to work on the thesis together. These meetings had a duration from 30 minutes to 2 hours. Setting goals and sticking to a regular schedule made a big difference, even when challenges occurred. Over time, we became more patient and confident, learning to trust the process and appreciate the steady progress we were making.

Support from both Diaconia university of applied sciences and Familia was essential during the thesis process, we received constructive feedback from both, which was helpful to continue and develop our ideas, especially during times when we felt stuck. With the support and feedback from the supervisors, we were able to improve our ideas and the overall quality of our work. Working together created a sense of teamwork and helping us share insights. Throughout the process of authoring the thesis, we felt proud of our work, knowing that our thesis combined our interests and added to important discussions about intercultural families and LGBTQIA+ support.

7.3 Professional development of Sarah Herrmann

Based on the competence requirements from Diaconia University of Applied Sciences for the Bachelor of Social Services (n.d.f), authoring this thesis provided me with a valuable opportunity to explore a specific area within the social services field. This focused exploration deepened my understanding of the topic while equipping me with vital skills that will be essential in my future career. Additionally, the thesis process strengthened my collaboration and

communication skills. Engaging with organizations and supervisors taught me the importance of clear and culturally sensitive communication. These interactions helped me learn how to work effectively with diverse groups, allowing me to build respectful and productive relationships.

Collaborating with my team partner on the thesis was incredibly valuable. Having someone equally passionate about this topic, kept us going. We maintained open communication, sharing ideas and providing constructive feedback, which made the process smoother and more enjoyable. By discussing our different perspectives, we were able to get over challenges more effectively and develop good solutions. Throughout the thesis process, my team partner and I consistently motivated one another, particularly during moments when one of us was feeling less motivated.

During the thesis process, I recognized the importance of effective time management. Initially, I struggled to balance topic research, thesis writing, and collaboration with my team partner. However, as the thesis process progressed, I learned to create a structured schedule and prioritize tasks. My team partner was also helpful with this. By organizing my workload and breaking larger tasks into smaller, manageable steps, I was able to improve my productivity. This experience highlighted the importance of strong time management skills, which are essential not only for successfully completing this thesis but also for my future career in social services, where balancing multiple responsibilities and meeting deadlines is important.

7.4 Professional development of Jenna Toivanen

Reflecting based on the curriculum (2020) and the competence requirements of Diaconia University of Applied Sciences for the studies of Bachelor of Social Services (n.d.f) for professional development as an individual the thesis process and the project expanded previously acquired knowledge and skills. The process of doing a development-based thesis has been an eye-opening process that has led to an understanding of how much work is done for a single project. No matter

how big or small the project is, the amount of background work and planning for a project is basically the same. It also became clear how important it is to work with a good team and have good connections with the work-life partner.

Understanding our target group, needs of the work-life partner, and what we could bring to social client work helped paint a clear picture of the project and the result. The knowledge of the subject is always helpful to get a good start for a project, but genuine interest towards the subject is a key element. In this project it was useful that both had gained knowledge prior to the start, and what we did not know, we filled with our interest and passion towards the subject.

Learning project time management without pressure from the outside was challenging at times because it made it feel like we had all the time in the world. To overcome this, we set ourselves timetables and consulted the supervisor for a help setting a deadline for our writing. Through the process communicating between our group, towards the work-life partner and the supervisor got easier and more fluent and made me understand how important it is to keep everyone up to date.

8 DISCUSSION

This project and thesis aimed to develop an LGBTQIA+ Inclusion Guidebook for Familia, with the goal of fostering inclusivity and understanding within intercultural LGBTQIA+ families. The project's aim is to tackle the challenges that come from the combination of sexual and gender identity with cultural and ethnic backgrounds, which are especially difficult for these families. By creating the guidebook, the project wanted to help Familia become more inclusive in its daily work and volunteer activities.

The guidebook created in this project gives Familia an idea on how to improve how it can support LGBTQIA+ families in their daily activities and support groups. It specifically focuses on intercultural LGBTQIA+ families, who often face added challenges because they belong to both a minority culture and a sexual or gender minority. The guidebook provides practical advice for Familia's employees and volunteers, helping to make sure that inclusive practices are followed throughout the organization. It is wished for, that the guidebook will be used by Familia in their daily work life and will be updated in the future. Moreover, ongoing training for Familia's employees and volunteers on LGBTQIA+ issues will be important to ensure the long-term success of the Guidebook's and thesis idea.

For future projects offered by Familia the development of peer support groups for intercultural LGBTQIA+ families could provide a space for further inclusivity.

In conclusion, the guidebook is just the first step in making Familia more inclusive regarding the LGBTQIA+ community. It is not only about using the guidebook but also about keeping an open mind, learning, and making changes when needed to it. The real success will come from how well Familia grows and includes it, as it supports different communities. The guidebook is designed to be flexible so it can be updated over time. In the end, it is more than just a list of guidelines, it is a tool to help make inclusion a natural and essential part of Familia's work, both now and moving forward in the future.

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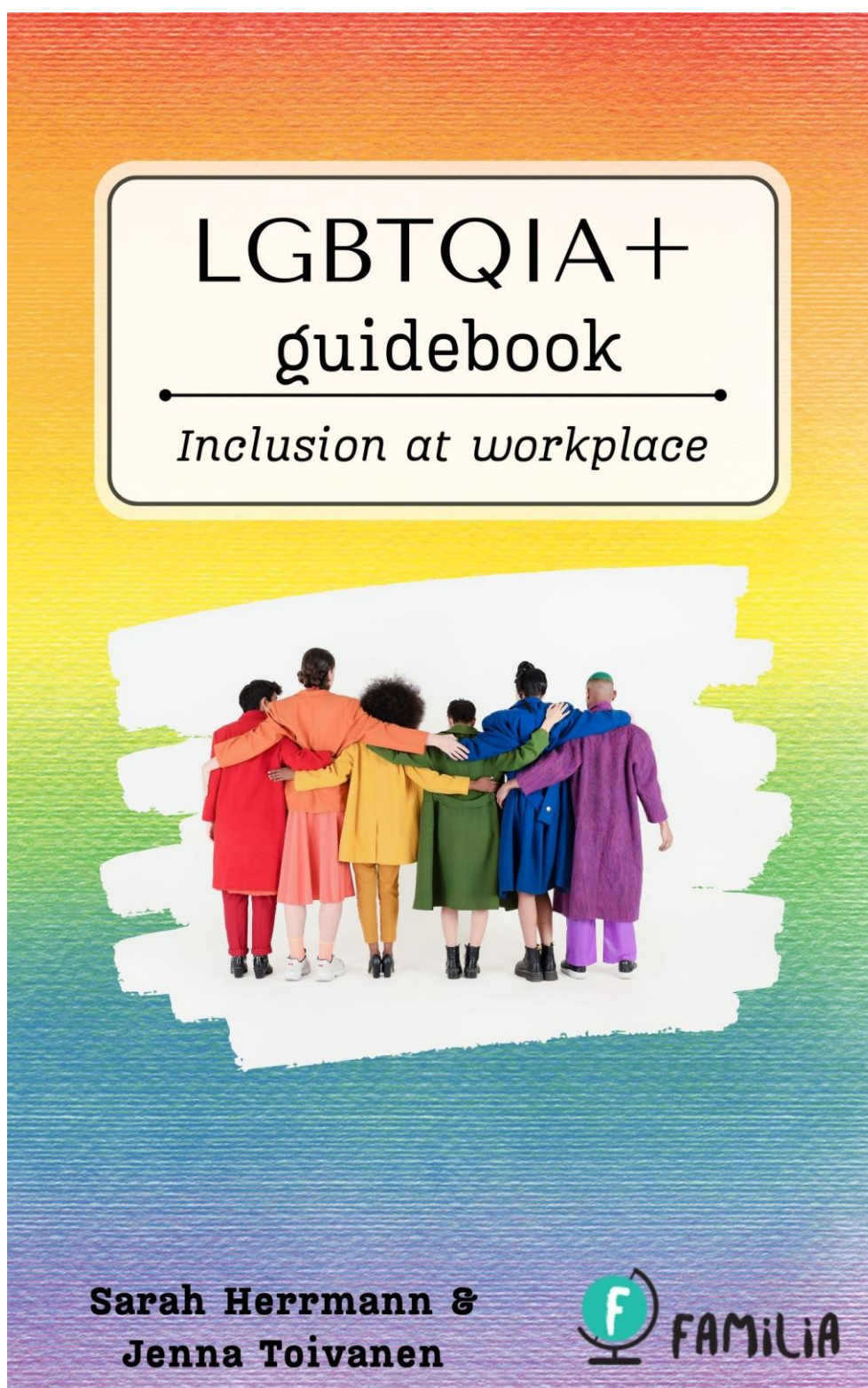
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APPENDIX 1. LGBTQIA+ guidebook – Inclusion at workplace



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INTRODUCTION

Welcome to the LGBTQIA+ Guidebook (Inclusion in workplace), designed to help foster a more inclusive and supportive environment for sexual and gender minorities at Familia ry.

This guidebook offers practical advice and resources for employees and volunteers, with a focus on understanding and embracing the unique experiences of LGBTQIA+ individuals, particularly those from intercultural backgrounds. Furthermore, it will give a brief explanation of the terminology.

The guidebook is designed to help recognize and address challenges, providing guidance on how to create an inclusive environment that respects and supports all individuals, regardless of their cultural or sexual/gender identity.

It is necessary to update this guidebook regularly to keep pace with the changing language and concepts within the LGBTQIA+ community. This ensures continued inclusivity and respect for all identities and individuals. It is recommended to check the guidebook for updates once a year.



TERMINOLOGY

The terminology within the LGBTQIA+ community is an on going process and needs regular updates to stay up to date; it needs a frequent review to stay inclusive and respectful.

Here are a list of useful terms that will help you to start!



LGBTQIA+

(suom. HLBTQIA+)

is an acronym used for sexual and gender minorities. The umbrella term has expanded over the years to include the wide range of sexual and gender minorities.



Pride

(suom. Pride)

celebrates the LGBTQIA+ community and the diversity of sexual and gender identities. It started as a movement for equal rights and recognition. Today, it promotes acceptance, visibility, and being true to yourself.



Rainbow family

(suom. sateenkaariperhe)

includes LGBTQIA+ parents or individuals, representing the diversity, inclusiveness and uniqueness of family structures.



Pronouns

(suom. pronominit)

are used every day and it is vital to normalize telling other people what pronouns you want to use, and also ask other people what pronouns they want to use. Using someone's correct personal pronouns is a way to respect them.



Gender minority

(suom. sukupuoli vähemmistö)

is an umbrella term used to refer to people who do not identify with their birth gender or whose gender, gender expression and gender experience do not fully or in some way correspond to normative notions of gender and who self-identify as belonging to a gender minority.



Sexual minority

(suom. seksuaalivähemmistö)

are people whose sexual orientation is something other than hetero sexuality. These include for example gay, lesbian, bisexual and pansexual people.

TERMINOLOGY



Transgender

(suom. transsukupuolinen)

is a general term that is often used to describe anyone whose gender identity or gender expression sometimes or always deviates from the expectations of the gender they were assigned at birth.



CIS gender

(suom. CIS sukupuoli)

refers to individuals whose gender identity matches the sex they were assigned at birth. For example, someone assigned female at birth who identifies as a woman is cisgender.



Binary / non-binary

(suom. binääri / ei-binääri)

is a gender identity. A non-binary is a person whose gender identity does not fit into the binary female-male division. For example, they may be other-sexed, asexual or intersex.



Gay

(suom. homo)

is a man who is sexually and/or emotionally attracted to men. There are also some non-binary identifiers who identify as gay and some who identify as gay who are attracted to non-binary people in addition to men.



Bi-sexual

(suom. bi-seksuaali)

is sexually and/or emotionally attracted to both same-sex and opposite-sex people. For some people, the sex of the object of attraction is irrelevant.



Lesbian

(suom. lesbo)

is a woman who is sexually and/or emotionally attracted to women. Some non-binary people also identify as lesbian and some who identify as lesbian are attracted to non-binary people in addition to women.



Co-parenting

(suom. vanhemmuuskumppanuus)

refers to when two or more people share the parenthood of their children without being in a relationship.

For example, co-parenting can be same-sex couple, opposite-sex couple not in a relationship or more than two adults.



Queer

(suom. queer)

is a political and sometimes an academic perspective and way of thinking that questions society's norms around gender and sexual orientation. The term is not neutral, but can also be experienced as offensive.

FAMILY

The meaning of family is different for people, there are several constellations.

In addition to the formal definitions, various alternative configurations can be employed to characterize the concept of family. As explored in the preceding section, the interpretation of family is expansive, encompassing a diverse variety of arrangements.



The meaning of family is different for people, there are several constellations. Statistics Finland (2019) has grouped a family into different types:

- married opposite-sex couple without children
- married same-sex couple without children
- cohabiting opposite-sex couple without children
- married opposite-sex couple with children
- married same-sex couple with children
- cohabiting opposite-sex couple with children
- cohabiting same-sex couple with common children (biological mother and confirmed mother)
- registered male couple without children
- registered male couple with children
- registered female couple without children
- registered female couple with children
- mother with children
- father with children.

SAFER SPACE GUIDELINES

Safer space guidelines (suom. turvallisemman tilan periaatteet) aim to create supportive, non-threatening environment where everyone can feel comfortable to express themselves without fear of discrimination or reprisal. Safer space guidelines help to create an environment that is as safe as possible, free of harassment, with everyone welcome as they are.



In case of racism, harassment, discrimination, or inappropriate behaviour:

Please inform the event organisers.

If you want to get in touch about the situation later, please contact:

- Any member of Familia's team
- Familia's executive director Elina Helmanen (by phone: +358 50 433 5411 or by email: elina.helmanen@familia.fi)
- Familia's board's member Alec Thurnham (by email: alecthurnham@hotmail.co.uk)



FAMILIA'S SAFER SPACE GUIDELINES:

- **Be respectful:** respect others' physical and emotional boundaries, others' experiences, religion or beliefs, identities, and backgrounds, including pronouns and names.
- **Ensure confidentiality and privacy:** do not take pictures, videos of others without their consent. Don't share others' stories and experiences to external people, without their consent.
- **Do not make assumptions or generalisations:** don't assume or make judgments on anyone's gender identity, sexual preference, health status, economic status, religion, background, beliefs, opinions, etc. Assumptions can limit our understanding of a person. By not making assumptions, you can create a space for critical and inclusive conversations to occur with those around you.
- **Be aware of your own privilege** and how your actions can influence others.
- **Be aware** that your actions and words may have unintended effects on other people and that their feelings are valid, regardless of your intentions.
- **Be open and tolerant:** we are all learning and deconstructing internalized ideas. Acting sensitively is not innate. Be open to receiving feedback and giving some gently and respectfully when a behaviour is considered as problematic or an offensive or misrepresentative term is used. Do not assume the person that misbehaved or used this term intended harm.
- **Be understanding:** we don't have the same language skills or same ways of communicating. Therefore we will try to communicate in a way that everyone understands and we will help each other to understand and be understood.
- **Listen:** Avoid raising your voice, interrupting, or talking over anyone else. Avoid speaking on behalf of others.
- **Take care of your own safety and needs:** If you need to step out, feel free to do so. Participate at the level you feel comfortable with. If you feel unsafe, let the facilitator or organizer know.
- **Get involved:** any form of discrimination, harassment, or aggression (even micro-ones) are not tolerated. If you witness any abusive or inappropriate behaviour, let the event organiser know.

(Source: Familia ry, 2024)



HOW TO BE MORE INCLUSIVE IN WORKPLACE:

Use Inclusive Language:

- Avoid assumptions about gender or relationships.
- Ask and use correct pronouns and preferred names.
- Use correct terminology.

Support LGBTQIA+ Policies:

- Implement and advocate for non-discrimination policies that explicitly protect LGBTQIA+ employees and participants.

Create Safer Spaces:

- Ensure a supportive environment where LGBTQIA+ employees can express themselves authentically.
- Offer an inclusive atmosphere where participants feel comfortable sharing their experiences and perspectives.



Celebrate LGBTQIA+ Events:

- Participate in and acknowledge events like Pride Month to show ongoing support for the LGBTQIA+ community.

Address Discrimination:

- Take immediate and decisive action against any instances of homophobia, transphobia, or discrimination
- Provide easy-to-use reporting options and support for those affected by discrimination.

Provide LGBTQIA+ Training:

- Offer educational programs to raise awareness and reduce biases related to LGBTQIA+ issues.
- Make sure, that the training is regularly updated to reflect current language and best practices in LGBTQIA+ inclusion.



Concrete examples



Used language

- Use your pronouns in your e-mail signature (e.g. Best regards, John Smith (he/him) and in Familia's staff contact info
- Add pronouns in parentheses next to your name in online meetings
- Use more gender neutral language
 - parent(s) instead of mother and father
 - child, children instead of son, daughter, girl, boy
 - using they/them when talking to person whose pronouns you do not know
 - partner or spouse instead of husband/wife

Used actions

- Use diverse selection of family pictures in office and materials
- Celebrate Pride month with activities for families
- Post non-discrimination policy visibly in the office /events
- Create events for LGBTQIA+ youth
- Offer gender neutral toilets in the office
- Participate to related training and webinars



LGBTQIA+ Important Days

31.3 Transgender Day of Visibility

6.4 International Asexuality Day

Third Sunday of April Non-Binary Parent's Day

26.4 Lesbian Day of Visibility

First Sunday of May International Family Equality Day

17.5 International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT)

19.5 Agender Pride Day

24.5 Pan-sexuality Visibility Day

June Pride month

Last week of June Helsinki Pride Week



14.7 International Non-Binary People's Day

23.9 Bisexual Awareness Day

11.10 International Coming Out Day

Third Wednesday of October International Pronouns Day

26.10 Intersex Awareness Day

November Rainbow History Month

First Sunday of November Trans(gender) Parent Day

20.11 Transgender Day of Remembrance

10.12 Human Rights Day

(Source: Seta)

How to participate:

- Participate in discussions
- Take part in the Pride celebrations
- Support the visibility of the events through public relations
- Cooperate with rainbow organizations, for example with Sateenkaariperheet ry, Helsinki Pride Yhteisö
- Create articles or social media posts related to the day

Growing Acceptance:

- Over time, more cultures may become open to accepting and understanding diverse LGBTQIA+ identities, leading to more inclusive societies.

Changing Language:

- As society evolves, new terms may emerge to describe different gender identities and sexual orientations, reflecting a deeper cultural understanding of LGBTQIA+ experiences.

Role of Technology:

- Social media and technology will continue to play a key role in educating people about LGBTQIA+ issues, helping bridge cultural gaps and fostering global acceptance.

Universal Human Rights:

- The United Nations (2024) emphasizes that human rights, including the right to live freely and without discrimination, apply to everyone, regardless of gender identity or cultural background.



INTERCULTURAL ASPECT

Diverse Gender Expression:

- People may feel more comfortable expressing their gender in ways that are influenced by their cultural background, leading to greater diversity in gender expression worldwide.

Systemic Issues:

- Societal and legal systems in many countries continue to marginalize LGBTQIA+ individuals, making it difficult for them to access equal rights and opportunities globally.

Ongoing Challenges:

- Despite progress, LGBTQIA+ individuals still face significant dangers, including violence and discrimination, in many parts of the world (Amnesty International, 2024).

Intersectionality:

- Intersectionality refers to the way different aspects of a person's identity—such as race, ethnicity, gender, sexual orientation, socioeconomic status, and ability—interact and contribute to their unique experiences. For LGBTQIA+ individuals, these overlapping identities can influence how they experience both privilege and discrimination.

Useful links and resources

Finland's human rights policy -

information and necessary guidelines about finnish human rights.

um.fi/finland-s-international-human-rights-policy

Gender Diversity & Intersex Centre of Expertise -

offers its services to all trans and intersex persons, to those pondering their gender and to their loved ones.

sukupuolenosaamiskeskus.fi

Helsinki Pride - a major cultural and human rights event in Finland, combines protest and celebration while keeping the evening event open and free to everyone.

pride.fi/en/

Pronouns.org - a practical resource dedicated to the empowering and inclusive use of personal pronouns in the English language. This website will help you understand why and how to use the pronouns someone goes by.

pronouns.org

Sateenkaariperheet - a joint organisation of all rainbow families and those planning a rainbow family. We represent and support different families where one or more parents belong to a gender or sexual minority.

sateenkaariperheet.fi/en/

Seta ry - LGBTI rights organisation in Finland.

seta.fi

Väestöliitto - non-governmental organisation that improves people's well-being and the connection between people.

vaestoliitto.fi



Sources

Familia ry (2024) - https://www.familiary.fi/familia.html#safer_space

Pronouns.org - <https://pronouns.org/what-and-why>

Sateenkaariperheet - <https://sateenkaariperheet.fi/tietoa-ja-koulutusta/mika-on-sateenkaariperhe/>

Seta ry (2023) - <https://seta.fi/sateenkaaritieto/sateenkaarisanasto/>

Seta ry - <https://seta.fi/jarjesto/jarjestopalvelut/sateenkaarevat-toiminta-ja-teemapaiivat/>

Statistics Finland (2019) - https://stat.fi/meta/kas/perhetyyppi_en.html

United Nations (2024) - <https://www.un.org/en/global-issues/human-rights>



This guidebook has been a collaboration between
Familia ry and two students from Diaconia University
of Applied Sciences.

Thank you for your commitment to making Familia ry
a model of inclusivity and support for all.



APPENDIX 2. Feedback form for the last version of the guidebook

25.9.2024 klo 10.45

Feedback for the LGBTQIA+ inclusion guidebook

Feedback for the LGBTQIA+ inclusion guidebook

Please answer the following feedback form.

The form is anonymous, and the feedback will help us with our thesis and guidebook development.

⋮

1. The topic of the guidebook is relevant (1= Strongly disagree, 2= Disagree, 3= Neutral, 4= Agree, 5= Strongly agree):

1	2	3	4	5
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2. The guidebook provides enough information about the topic (1= Strongly disagree, 2= Disagree, 3= Neutral, 4= Agree, 5= Strongly agree):

1	2	3	4	5
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3. The guidebook will effectively help employees and volunteers at Familia (1= Strongly disagree, 2= Disagree, 3= Neutral, 4= Agree, 5= Strongly agree):

1	2	3	4	5
---	---	---	---	---

4. The language of the guidebook was understandable (1= Strongly disagree, 2= Disagree, 3= Neutral, 4= Agree, 5= Strongly agree):

1	2	3	4	5
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5. Did you gain any new insights?

- Yes
- No
- Maybe

6. What are your thoughts on the design and accessibility of the guidebook?

7. Is there any additional content you would suggest to improve the guidebook?

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

<https://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=5appSw0UuUSkdSpyC8YB-zb...> 1/2