

Love Has No Labels Community Activation Kit



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About Love Has No Labels

In 2015, the Ad Council launched Love Has No Labels, a public service advertising campaign, which encourages people to examine their own implicit bias and understand their role in creating a more inclusive world. Since launch, we've released multiple pieces of content that challenge bias, celebrate diversity and promote inclusion all communities regardless of race, religion, gender, gender identity, sexual orientation, age or ability.

In November 2018, we released *Rising*, a short film that challenges us to consider "Why does it take a disaster to bring us together?" The goal of the film is to inspire Americans to come together and act inclusively every day. This guide is meant to accompany the *Rising* film and help communities come together every day, in moments outside disaster.



About this Guide

We're excited for you to bring the Love Has No Labels campaign to your community. The materials in this guide are designed to help you facilitate discussions and activities around bias and inclusion. By respecting diversity and encouraging others to reflect on their biases, we can create more empathetic and inclusive communities.

The materials in this guide can be adapted for large and small groups, used in formal and informal settings, and tailored to meet the needs of your community. Some examples of places where you can use these activities include diversity and inclusion trainings, community gatherings, company retreats and student group meetings.

If you have questions or feedback on the guide, please contact us at lovehasnolabels@adcouncil.org.

Tips for Facilitators

Leading discussions about diversity and inclusion isn't always easy. These tips from our partners at ADL can help set you up for success.

1. Set some general ground rules

When you are leading discussions about bias and inclusion, there may be pushback on certain topics, things could get heated and the conversation could trigger people in different ways. It is always a good idea to have some general ground rules to set the tone. Some ideas include encouraging people to listen actively, not attack others, avoid monopolizing the discussion and keep conversations confidential.

2. Allow time for conversations to develop and deepen

Since talking about diversity and inclusion is often difficult at first, allow time for conversations to develop and deepen. Recognize there is a history of mistrust between certain groups of people and that this mistrust may influence the discussion.

Provide opportunities for participants to share their life experiences and remember it is never fruitful to engage in a debate over who has suffered the most. If divisive or hurtful comments arise, consider facilitation techniques like asking the speaker "what do you mean when you use that term?" or ask the other participants "What's another point of view?"

3. Establish an environment that allows for mistakes.

Assume goodwill and make that assumption a common practice. Because, as a society we have been unconsciously acculturated into biased and stereotypical thinking, individuals may not be aware that certain attitudes are hurtful to others. Oppression is harmful to all people in all of its forms. Acknowledge that intolerant thinking will surface from time to time in others and ourselves and facilitators can model non-defensive responses when told that something they said or did was offensive.

If you have questions or want a refresher on some common terms related to diversity, bias and inclusion, check out the [glossary](#) in the appendix of this toolkit on page 43.

Rising

Rising: Screening Instructions

Rising is a short film that features a diverse and divided neighborhood in the United States facing a devastating storm. As floodwaters rise, neighbors overcome assumptions and work together to help each other survive. The film challenges viewers to consider the question “Why does it take a disaster to bring us together?”

How to Screen the Film

To screen Rising in your community, you can play the 11-minute film directly from Youtube [here](#). If you need you need a different file type or format for your screening, please contact us [here](#).

Promoting Your Screening

To promote your screening, you can find [customizable posters](#) in the appendix of this toolkit on page 19. You can share these posters online, send via email, or print them out and post anywhere. Please note that due to talent restrictions, you can only use these posters until 9/21/19 and you cannot add your company logo to these posters.



Rising: Discussion Guide

To have a conversation around diversity, inclusion and equity in your community using the Rising film as a starting point, you can use the discussion questions below. There are both pre-video and post-video questions, and we recommend you choose which questions to use based on the amount of time you have and your goals for the conversation.

The pre-video questions are designed to build motivation and assess the energy and experience of the participants, while the post-video questions are designed to help your group reflect and discuss the content.

Pre-Video Questions

1. What do you the words “diversity” and “inclusion” mean to you? To what extent do you think they are important?
2. How do the concepts of diversity and inclusion impact us every day?
3. What are “identity groups”? What identity groups do you identify with?
4. In what ways are identity groups important or not? What are some of the assumptions and biases that people make about identity groups?

Post Video Questions

1. How did you feel watching this film?
2. What were some thoughts that came to mind as you watched?
3. What is the message the video is trying to convey? Do you think they were successful or not? Please explain.
4. What actions take place in the movie that demonstrate inclusion?
5. What do you think about the question “why does it take a disaster to bring us together?” Do you think this is true? Please explain.
6. In your opinion, what is it about disasters that allows people from different identity groups and/or those with bias to come together and help each other? What prevents us from acting like this every day?
7. Do you identify with any of the characters in the film or the actions that take place? How so?
8. Did watching the video change how you think about certain relationships or people? If so, how?
9. What do you think we could do to use the principles of inclusion in our everyday lives?
10. How would your community be different if people came together every day and not just when there is a disaster or crisis?
11. Is there any way you are thinking differently as a result of watching this film? How so?

Community Activities

Activity 1: Questions to Connect

Conversation has the power to reveal what we have in common — to break down bias and connect us with people based on who we really are at heart instead of what others assume based on our appearance.

This activity will help participants get to know each other and challenge their assumptions about people they might not know.

Step 1

Encourage everyone in your group to pair up to answer some questions. The activity works best when the pairs or small groups are made up of people who do not know each other well.

Step 2

Ask each pair to discuss the questions below. Depending on the size and nature of your group, you may want to put these questions up on a screen, print out the [Questions to Connect Worksheet](#) on page 24, or share the questions them one at a time.

1. Where did you grow up and what is most memorable about it?
2. Who was your role model growing up? Who is your role model now?
3. What is an accomplishment you are proud of?
4. For what in life are you most grateful for?
5. What about the world right now saddens, angers or frustrates you?
6. What's the biggest compliment you ever received?
7. Do you usually follow your head or your heart when you make decisions?
8. Where would you like to travel to?

Step 3

After each pair has answered the questions, you can ask the group to come back together and reflect on the experience using the questions below.

1. What did you learn from your conversation?
2. Did your partner sharing anything you didn't expect?
3. Did you and your partner have anything in common you didn't expect?
4. How might we have more of these conversations every day?
5. Why are having these conversations important?

Activity 2: Rethinking Bias

Since implicit bias lives in our subconscious, it can be hard to spot. Sometimes, all we need is a moment to pause and reflect honestly on our thoughts and behaviors.

The goal of this activity is to help participants reflect on their biases and discuss the importance of implicit bias.

Step 1

Using the [Questions to Self-Reflect worksheet](#) in the appendix on page 25, ask the group to think about each question on the left side of the page. Depending on the nature of your group, you may want to encourage participants to reflect on questions independently or discuss the questions one at a time as a group.

Step 2

After reflecting on the questions, use the corresponding statements on the right side of the page to jumpstart a discussion about implicit bias.

Step 3

After the group has reviewed all question cards and things to consider prompts, continue the conversation using the questions below.

1. Did this activity make you think differently about your actions?
2. Why is it important to challenge the assumptions we hold?

Sample Worksheet Question

Have you ever specified someone's race when it was not necessarily relevant (for instance, referring to someone as "a black doctor" or "Latina lawyer" or "white cashier")?

Even if it's not our intention, using racial, ethnic or other identity label descriptions unnecessarily can be a form of hidden bias. When we use labels that aren't necessarily relevant, we risk making those labels the most important part of someone's identity, instead of just a part of who they are. If it's not an important part of the story, we should avoid using identity labels.

Activity 3: Choosing Our Labels

When we put our labels aside, we often realize that we have more in common than we previously thought.

The objective of this activity is for people to see beyond identity labels and highlight how we want to be celebrated. This activity demonstrates how much we all have in common when we put our labels aside.

Step 1

Ask participants to write down three labels that demonstrate how other people see them on a nametag or sticky label. These labels could be things like “mom”, “teacher”, “Asian” or “kind”.

Step 2

In whatever space you are in, assign one area to be “yes” and the other to be “no.” Ask the group the questions below, and have them move to the space that aligns with their answer. After each question has been asked, have participants look at the people around them and reflect on how their labels are similar and different to those around them.

1. Have you ever been in love?
2. Have you ever been heartbroken?
3. Have you ever felt excluded from a group because of who you are?
4. Have you ever had someone reach out to you when you were down?
5. Have you ever felt ashamed?
6. Have you ever felt uncomfortable around someone who was different than you?
7. Have you ever spoken up for what you knew was right?
8. Have you ever hurt someone’s feelings?
9. Have your feelings ever been hurt?

Step 3

After the activity, discuss the following questions as a group.

1. What’s the purpose of doing this?
2. Did you make assumptions about who might stand where?
3. Were you surprised by any of the categories?
4. Why do we make assumptions and categorize people based on identity labels when it’s clear we have so much in common?

Step 4

Ask people to reflect on how they want to be seen, and re-label themselves based on how you want others to see them for the remainder of the session. These could be things like “kind”, “inclusive”, “Muslim”, or “woman”.



Activity 4: Community Diversity Wall

We are connected to our community through shared respect, values and interests.

This activity is designed to get your community to connect by celebrating shared interests and values on a community wall.

Step 1

Ask your community to work on and submit a piece of writing or art that highlights who they are and what they care most about (e.g. a collage, drawing, story, sculpture, tattoo).

Step 2

Post each piece of art and writing along with a photo of the author, so it is clear, that despite our perceived differences, we often share common interests, values and goals (e.g. family, joy, fears, aspirations, culture).

Activity 5: Community Action Plan

Every day, we have the ability and opportunity to create a more accepting world. Whether we're out in our community, at school, at work, at home, online, or by ourselves, there are small actions we can all take to make others feel included.

The goal of this activity is to help participants think about the inclusive actions they can take, and make an action plan to be more inclusive over the next few months.

Step 1

To start, take a look at the Actions Worksheets in the appendix. There are separate worksheets for actions you can take [in your community](#), [at work](#), [at school](#), [at home](#), [online](#), [with friends](#) and by [yourself](#). Choose the space(s) most relevant to your group.

Step 2

Ask everyone to read through the worksheet(s). Depending on the nature of your group, you may want to encourage participants to reflect on the worksheets independently or use them to facilitate a group discussion using the question below. If the group is writing on the worksheets, we recommend asking them to mark actions they've taken with a check mark and actions they can commit to taking with a star.

1. Which of these actions have I already taken, if any?
2. Which actions do I think I can commit to taking over the next few months?

Step 3

After everyone has identified the actions they can commit to taking over the next few months, work in small groups to create an action plan using the following questions.

1. What changes will I have to make in order to take these actions?
2. Will these changes be easy or hard for me to accomplish?
3. How can we support each other in taking these actions?
4. Is anyone willing to be my "accountability buddy" and check in with me every few weeks to see how things are going and problem solve together?

Activity 6: Acts of Love

When we celebrate diversity and promote inclusion, we open people's hearts and change people's minds.

The goal of this activity is to create a wall or space or bulletin board that celebrates diversity and inclusion. People can write or post examples that demonstrate their commitment to diversity and inclusion and/or share example of how someone's inclusive actions has impacted them personally.

Step 1

Select a prompt from the list below, or come up with something unique for your community.

- How do we love without labels?
- How can we come together and respect our differences?
- How can I be an ally?
- How can I be more respectful of others?
- How can we learn more about people who are different than we are?
- How can we show more respect to others?
- How can I make the world a more inclusive/respectful place?
- We believe in the acceptance and inclusion of ALL people in our community.
- {INSERT COMMUNITY NAME} celebrates who we are.

Step 2

Encourage community members to share what they can do on the board. For example, if the community prompt is "How can we come together and respect our differences," on a post it, a community members could write "I will see people how they would like to be seen." Depending on the nature of your group, you can make these anonymous or have people sign their names.

Sample Bulletin Board



Going Further

If you are interested in learning more about diversity and inclusion, you can:

- Check out the [resource library](#) on our website. We have information about how to be a strong ally, how to have a conversation about bias and inclusion with your family, and guides for both students and educators.
- Check out the [glossary](#) in this appendix to learn about some common terms related to the issues of diversity, bias, and inclusion.

If you're interested in getting more involved with Love Has No Labels, you can:

- Share Rising on your social channels, making sure to include #LoveHasNoLabels. You can find the videos to share on our social channels.
- Follow us on [Facebook](#), [Twitter](#) and [Instagram](#).
- Join the movement by adding the Love Has No Labels frame to your photo. After you upload your photo, you can share on social with #LoveHasNoLabels or download and print the photos to create a community mosaic.
- Show your support and commitment to diversity and inclusion by sharing or wearing our campaign merchandise, including t-shirts, stickers and posters, which you can find on our [campaign shop](#) on Teespring.

Thank you.

Love Has No Labels is a partnership between the Ad Council and a number of agency, non-profit, corporate and media partners, including R/GA, Bank of America, Budweiser, The Coca-Cola Company, Google, Johnson & Johnson, PepsiCo, P&G, State Farm®, Unilever, Wells Fargo, Anti-Defamation League, Southern Poverty Law Center, Human Rights Campaign, American Association of People with Disabilities, AARP and Perception Institute.

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Appendix

Rising Promotional Posters

WHY DOES IT TAKE A DISASTER TO BRING US TOGETHER?



AN ORIGINAL SHORT FILM
FROM EMMY® WINNERS DAVID NUTTER & LENA WAITHE

RISING



WHERE

WHEN:

WHY DOES IT TAKE A DISASTER TO BRING US TOGETHER?



AN ORIGINAL SHORT FILM
FROM EMMY® WINNERS DAVID NUTTER & LENA WAITHE

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WHERE

WHEN:

WHY DOES IT TAKE A DISASTER
TO BRING US TOGETHER?

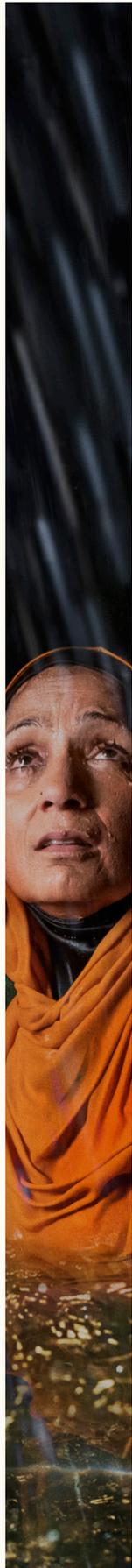
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AN ORIGINAL SHORT FILM FROM EMMY® WINNERS
DAVID NUTTER & LENA WAITHE



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**Community
Activity
Worksheets**

Questions to Connect Worksheet

Answer these questions with your partner.

1. **Where did you grow up and what is most memorable about it?**
2. **Who was your role model growing up? Who is your role model now?**
3. **What is an accomplishment you are proud of?**
4. **For what in life are you most grateful for?**
5. **What about the world right now saddens, angers or frustrates you?**
6. **What's the biggest compliment you ever received?**
7. **Do you usually follow your head or your heart when you make decisions?**
8. **Where would you like to travel to?**

Questions to Self-Reflect Worksheet

Fold along the dotted line.

Have you ever specified someone's race when it was not necessarily relevant (for instance, referring to someone as "a black doctor" or "Latina lawyer" or "white cashier")?

Even if it's not our intention, using racial, ethnic or other identity label descriptions unnecessarily can be a form of hidden bias. When we use labels that aren't necessarily relevant, we risk making those labels the most important part of someone's identity, instead of just a part of who they are. If it's not an important part of the story, we should avoid using identity labels.

Have you ever asked a person "where are you really from"?

Asking someone "where they're really from" implies that they aren't really "from here" and may make them feel like they are an outsider who doesn't belong. Instead, you can ask someone how they identify themselves ("Asian American", "Korean American", etc.) or where their ancestors are from.

Have you ever assumed that someone is good or bad at an activity (like athletics, academics, or driving) based on their race?

Although we might not be referencing an overt and obvious stereotype, making subtle assumptions about someone from a different culture or race may be hurtful. Even seemingly positive stereotypes can imply that an individual is only good at something because of their race, rather than the effort and hard work they put into an activity. Perpetuating stereotypes can make it difficult for individuals to do things like find a job, secure a loan, or simply go about their everyday activities.

Have you ever joked around and told someone to "stop acting like a girl"?

Even if we don't mean to hurt anyone, seemingly casual comments like this can reinforce stereotypes and unconscious gender bias. Over time, this can impact people's confidence and self-worth, and can even lead to pay disparities.

When you've seen a person who has a physical or mental disability, have you ever avoided making eye contact?

People who have a disability often face subtle forms of bias that can make it difficult for them to interact with others. In some cases, people try to avoid engaging with people with disabilities leaving them feeling excluded and disempowered. Next time you see someone with a disability, make eye contact, strike up a conversation if it feels appropriate and interact how you typically do with others. You might realize that you have more in common than you think.

Have you ever assumed an older adult isn't as competent with technology or social media?

Making subtle assumptions about someone's abilities based on their age can perpetuate stereotypes, and affect people's self-esteem, confidence and how they view growing older. These perceptions around age are also connected to more serious issues like hiring bias.

Have you ever assumed your female co-worker's spouse is a man?

Not all people are in traditional marriages or relationships. Millions of people are in same-sex relationships or marriages. To be more inclusive, you can use the term spouse, partner, or significant other when discussing relationships.

Have you ever avoided sitting next to someone in public based on how you perceived their race, religion, or ability?

Sometimes, we make assumptions about people based on the way they look. Our assumptions may impact whether we feel safe or comfortable sitting next to somebody, even though we have no idea whether these assumptions are true. Next time you find yourself looking for a seat, consider sitting next to someone who looks different from you. If you feel comfortable and the situation is appropriate, strike up a conversation. You might realize that you have more in common than you think.

Have you ever ruled out certain neighborhoods as places you might live or send your kids to school based on the town's demographics?

When choosing a place to live or send our kids to school, we often evaluate whether the people in a community look like us. This is because we assume that people who look like us will share our values. However, almost all families want the same thing - to feel relaxed, safe and loved at home. There is also great power in living in a diverse community. By engaging with families who look a bit different than your own, you'll break down stereotypes, learn new things and have the ability to form lasting relationships.

Have you ever assumed a person's stance on social issues based on their religion?

While religion can shape our values and our upbringing, it doesn't mean everyone who prays or practices in a particular way always feels the same way. Our stance on social issues is shaped by our own experiences and understanding of the world.

Have you ever justified using specific language (that might be offensive to some) because a friend told you it doesn't bother them?

Even if a friend told you it doesn't bother them, it's best to avoid language that can be perceived as having biased undertones. There's a chance the language could be offensive to another person and make them feel unwelcome and unsafe when you're around. Additionally, even when it's not our intention, biased language can also reinforce stereotypes and perpetuate disparities in our society, like making it harder for someone to find an apartment, secure a loan, or receive a fair trial.

Picture your three best friends. Do they look like you?

We often surround ourselves with people who look like us, because we assume they share our values. However, we may find that we share common interests, experiences, and values with others who look a little different than us. Next time you meet someone with a different background, get to know them on an individual level. You might find you have more in common than you think.

Actions to Take In My Community

Place a check next to actions you've taken, and a star next to actions you can commit to taking in the next few months.

Start a conversation to create deeper connections.

Just because you may appear to be different from someone on the surface doesn't mean you can't connect. Ask questions to get to know someone who comes from a different background or perspective than you. Invite them to have a meal, or just say hi when you run into them. By taking the step to have a conversation and make someone feel welcome, you get to know them on an individual level and might even make a new friend. You'll also be encouraging others to do the same.

Consider your actions and reactions

Are there certain people you don't feel quite as comfortable approaching, sitting next to, or talking to? For example, people with disabilities sometimes find people staring at them, or looking away and acting as if they're invisible. People from a number of racial and religious groups also find that people avoid them on the street, lock their car doors, or clutch their belongings as they walk by. Instead of avoiding eye contact or walking across the street, engage with people as you normally do. If it's appropriate, include the individual in the conversation and encourage others to engage in an open, inclusive manner.

Model neighborly behavior

Welcoming new neighbors into the community with food, a card, or just by introducing yourself can go a long way towards helping someone feel included. Making a point of engaging with your neighbors, old and new, enables you to stay connected with the people around you — and contributes to a neighborhood that values connectedness over exclusion.

Consider whose voices are (and aren't) represented

At community meetings or gatherings, ask yourself, "Who is at the table? Whose voices are missing?" and consider ways to incorporate diverse perspectives into the conversation. If you don't feel that diverse perspectives are being represented in your community, have a conversation with whomever is in charge to see if you can brainstorm solutions together.

Use inclusive language

Using appropriate and respectful language helps those around you feel included, and can set an example for the people you come into contact with. For instance, you might ask new acquaintances which pronouns they use for themselves or use the word "partner" instead of boyfriend/girlfriend.

Support businesses owned by underrepresented groups

Look for opportunities to try restaurants or support businesses that are owned by marginalized or underrepresented groups. Chances are, you'll discover something new to love — and you'll be able to spread the word and engage friends and family to do the same.

Work together

Taking action by yourself can be intimidating. To make it easier, try enlisting the help of friends and commit to taking inclusive action together. Form a group to promote inclusion in your community or reach out to a new group of people and invite them to join you in something you're already doing. By working together, you can widen your sphere of influence, and invite more people to join your circle.

Appeal to allies or the neighborhood association

If you witness biased behavior, contact the neighborhood association and ask if there are any policies in place to prohibit that kind of behavior. You can also appeal to allies within the neighborhood who can help you address the situation and keep an eye out for repeat instances. By working together, you can help each other create a neighborhood that is welcoming and inclusive towards everyone.

Recognize or thank people who act inclusively

When someone makes you feel supported or included, let them know that their inclusive and supportive behavior is noticed and appreciated. This type of positive acknowledgement helps everyone to recognize the importance of their actions and encourages them to take more inclusive actions in the future.

Offer support

Sometimes letting someone know you are an ally is all it takes to make them feel safe and included. It doesn't have to be a public display. Take a moment to pull someone aside or send a quick text or email — it can be as simple as saying “Hey, I saw what happened earlier; is there anything you need?” or “I’m always around if you ever want to talk about the way that experience made you feel.” When you chat, always reinforce that they are never to blame if they become the subject of biased behavior.

Respond to biased language

It's not always easy to know how to respond when you hear or see something offensive. One approach is to ask questions like “Can you tell me what you meant by that?” or “What information are you basing that on?” By responding calmly and engaging others in discussion, you can clear up any misunderstandings and create opportunities for further conversation.

Anticipate and rehearse

If you think you may find yourself in situations where bias is likely to arise, try rehearsing possible responses like “Do you think some people might find that language hurtful?” or “What information are you basing that on?” Having a few responses at the ready will help you react quickly and confidently when the moment arises. By responding politely but firmly, you can lay the groundwork for a productive conversation while also making those who are experiencing bias feel welcome.

Create a culture of listening (in your community)

Be a role model by making sure that everyone has a voice and that all perspectives are being considered. If you see that certain people in your community aren't being included in conversations, make a point of reaching out in group settings or follow up individually afterwards. Ask questions to show that you're engaged. In leading by example, you're reinforcing within your community that every opinion matters.

Talk to the owner

If you overhear someone using biased language in a restaurant or a store, ask to speak to the owner or manager. Describe what you heard and ask that the situation be addressed to avoid making other customers uncomfortable. The owner was likely unaware of the situation and will often want to take steps to make sure everyone always feels welcome in their place of business.

Encourage feedback

Set up a process that allows those in your community to express their needs, ideas, and perspectives. Be willing to learn, accept feedback, listen to the concerns of those around you, and implement new practices as needed. Even the most enlightened individuals have room to grow, and you have the ability to establish a culture of openness.

Turn mistakes into growth opportunities

None of us are perfect, and we're all going to make mistakes at some point. If you do, simply apologize. You can say something like "I'm really sorry. I don't know what I was thinking and realize that my actions were hurtful. I could make some excuses, but none would make up for telling such a tasteless joke. I hope you accept my apology." While making a mistake in front of others can be embarrassing, it can also be a perfect opportunity to model an appropriate response.

Explain how bias makes you feel

Instead of labeling a comment as offensive, try to explain calmly how it makes you feel. You might say "I know you didn't mean to, but that made me uncomfortable because..." or "I'm not sure what you meant when you said that." By sharing your personal experience, you make others aware of the impact of their actions (even if it's unintentional) and create opportunities for further discussion.

Reconsider stereotypes

Stereotypes are oversimplified images or ideas about social identity groups — for instance, older adults are sometimes assumed to be "bad at technology. And while this may seem harmless, stereotypes are overwhelmingly inaccurate and can negatively impact decisions around employment, education, the justice system, housing and financial services. By taking time to reconsider stereotypes within our communities, and to question whether the assumptions we are making are supported by real evidence specific to an individual, we can work to ensure everyone is valued fairly.

Join together

Find friends who share your goal to create an inclusive environment. Consider forming a resource group or taskforce to implement and maintain policies that address inclusion and diversity issues in your community. By working together, you'll have a greater chance of succeeding. The larger your group, the easier it will be for others to practice inclusivity.

Actions to Take At School

Place a check next to actions you've taken, and a star next to actions you can commit to taking in the next few months.

Start a conversation to create deeper connections

Just because you may appear to be different from someone on the surface doesn't mean you can't connect. Ask questions to get to know someone who comes from a different background or has a different perspective than you. Invite them to have a meal, or just say hi when you see them around school. By taking the step to have a conversation and make someone feel welcome, you get to know them on an individual level and might even make a new friend. You'll also be encouraging others to do the same.

Commit to thinking before you speak

We often use insensitive language out of habit or to be funny, not because we intend harm. But, insensitive language – which can include jokes based on stereotypes – can easily make some people feel unsafe or excluded. It is easier to break this habit when you can commit to thinking before you speak. Don't be afraid to remind those around you, respectfully, that "there is probably a better way to say that."

Start a conversation on campus

If you're in college, download the Love Has No Labels College Campus Guide to help you facilitate a discussion about implicit bias and inclusion on campus using the Love Has No Labels Fans of Love video. By creating a space for conversation, you're helping those around you understand bias and empowering them to make others feel included.

Start a discussion

Download the Love Has No Labels Educator's Guide to help you facilitate classroom or assembly discussions about bias and inclusion using the original Love Has No Labels video. The guide includes key words, discussion questions, extension activities by grade level (grades 3-12), and tips to rethink bias. By starting a discussion in the classroom, you can give your students the tools to examine their biases both inside school with their peers and outside the classroom with family members.

Consider your actions and reactions

Are there certain people you don't feel quite as comfortable approaching, sitting next to, or talking to? For example, people with disabilities sometimes find people staring at them, or looking away and acting as if they're invisible. People from a number of racial and religious groups also find that people avoid them on the street, lock their car doors, or clutch their belongings as they walk by. Instead of avoiding eye contact or walking across the street, engage with people as you normally do. If it's appropriate, include the individual in the conversation and encourage others to engage in an open, inclusive manner.

Reconsider stereotypes

Stereotypes are oversimplified images or ideas about social identity groups — for example, older adults are sometimes assumed to be “bad at technology.” And while this may seem harmless, stereotypes are overwhelmingly inaccurate and can negatively impact decisions around employment, education, the justice system, housing and financial services. At school with our teachers and peers, we can take time to question whether the assumptions we are making are supported by real evidence specific to an individual, and we can work to ensure everyone is valued fairly.

Diversify classroom materials

Exposing your students to books and videos with diverse protagonists, storylines and themes can help them develop empathy and respect for people who are different from them. You can encourage them to think about what they’ve learned and how they can apply it to their everyday lives.

Anticipate and rehearse

If you think you may find yourself in situations where bias is likely to arise, try rehearsing possible responses like “Do you think some people might find that language hurtful?” or “What information are you basing that on?” Having a few responses at the ready will help you react quickly and confidently when the moment arises. By responding politely but firmly, you can lay the groundwork for a productive conversation while also making those who are experiencing bias feel welcome.

Use inclusive language

Using appropriate and respectful language helps those around you feel included, and can set an example for the people you come into contact with. For instance, you might ask new acquaintances which pronouns they use for themselves or use the word “partner” instead of boyfriend/girlfriend.

Prepare for teachable moments

If you hear biased or offensive language used in the classroom, you can interrupt whatever lesson is being taught, and start a new one on language, respect, and bias. Explain “We don’t use that kind of language, because it is hurtful and offensive. Let’s talk about language that makes people feel included.”. By doing this, you can model the correct response to hurtful behavior — and act to ensure that the behavior doesn’t repeat itself in the future.

Respond to biased language

It’s not always easy to know how to respond when you hear or see something offensive. One approach is to ask questions like “Can you tell me what you meant by that?” or “What information are you basing that on?” By responding calmly and engaging others in discussion, you can clear up any misunderstandings and create opportunities for further conversation.

Recognize or thank people who act inclusively

When someone makes you feel supported or included, let them know that their inclusive and supportive behavior is noticed and appreciated. This acknowledgement helps everyone to recognize the importance of their actions and encourages them to take more inclusive actions in the future.

Show your support

Show people who have been targeted by implicit or explicit bias that you support them. Ask what they need to feel supported, and be understanding and responsive to their needs. Always reinforce that they are never to blame when they become the subject of bias. If there was a specific incident of biased behavior, encourage students who were directly involved, or those who were witnesses, to talk to you or an adult staff member. Acting as an ally doesn’t only have to be reactive — you can establish yourself as someone to be trusted, and inspire others to follow your example.

Actions to Take at Work Worksheet

Place a check next to actions you've taken, and a star next to actions you can commit to taking in the next few months.

Start a conversation to create deeper connections

Just because you may appear to be different from someone on the surface doesn't mean you can't connect. Invite them to grab coffee, or just say hi when you pass them in the hall. By taking the step to have a conversation and make someone feel welcome, you get to know them on an individual level and might even make a new friend. You'll also be encouraging others to do the same.

Practice inclusion in informal settings

Look for opportunities to reach out to coworkers who might have different perspectives. Invite them to grab lunch or coffee, talk to them at a company happy hour, and bring them into casual office conversations. Though these approaches can seem small, they can go a long way towards making people feel included and accepted.

Consider whose voices are (and aren't) represented

When in meetings where decisions are being made or key topics are discussed, ask yourself, "Who is at the table? Whose voices are missing?" and consider ways to incorporate diverse perspectives into the conversation. If you don't feel that diverse perspectives are being represented in your organization, have a conversation with your manager to see if you can brainstorm solutions together.

Use inclusive language

Using appropriate and respectful language helps those around you feel included, and can set an example for the people you come into contact with. For instance, you might ask new acquaintances which pronouns they use for themselves or use the word "partner" instead of boyfriend/girlfriend.

Commit to thinking before you speak

We often use insensitive language out of habit or to be funny, not because we intend harm. But, insensitive language – which can include jokes based on stereotypes – can easily make some people feel unsafe or excluded. It is easier to break this habit when you and your coworkers can commit to thinking before you speak — at least reminding each other that "there is probably a better way to say that."

Reconsider stereotypes

Stereotypes are oversimplified images or ideas about social identity groups. And while they may seem harmless, they are overwhelmingly inaccurate and can negatively impact decisions around employment, education, the justice system, housing and financial services. For example, older adults are sometimes assumed to be "bad at technology;" if a hiring manager believes this to be true it could hinder someone's chances at getting a job that requires computer skills. By reconsidering stereotypes and asking ourselves if the assumptions we are making are supported by real evidence specific to an individual, we can work to ensure everyone is evaluated fairly.

Create a culture of listening

Be a role model by making sure that everyone has a voice and that all perspectives are being considered. If you see that certain coworkers aren't being included in conversations, make a point of reaching out in group settings, like meetings, or follow up individually afterwards. Ask questions to show that you're engaged. In leading by example, you're reinforcing within your workplace that every opinion matters.

Offer support

Sometimes letting someone know you are an ally is all it takes to make them feel safe and included. It doesn't have to be a public display. Take a moment to pull someone aside or send a quick text or email — it can be as simple as saying “Hey, I saw what happened earlier; is there anything you need?” or “I'm always around if you ever want to talk about the way that experience made you feel.” When you chat, always reinforce that they are never to blame if they become the subject of biased behavior.

Use or establish inclusive policies

Work with your personnel director or human resources department to understand the inclusive policies that exist within your organization, and to see if there's a way to become involved. You may have the opportunity to build on existing policies, or implement new ones. For instance, you can promote diverse recruiting strategies, work to make sure that physical spaces and processes are accessible to individuals with disabilities, or establish a protocol that encourages the company to observe and celebrate different holidays and heritage months. By amplifying what your organization is already doing, you can help ensure that employees company-wide feel accepted and welcome.

Talk about it

If a coworker makes a hurtful comment or poses an offensive question, it's easy to shut down, put up walls, or disengage. Instead, try to show that you're committed to strengthening your relationship, and that part of that is communicating about the things that make you uncomfortable. Say something like “Hey, I felt uncomfortable when you said ____ the other day. I'd really like to talk about it with you.”

Leverage internal support systems

If you see areas within your workplace that could be made more inclusive, reach out to your HR department or upper management to learn more about what they are doing and share any additional thoughts or ideas you might have. Schedule a meeting, or send an email with something as simple as “I'd love to help make ____ a more inclusive place, and I could really use your help.” If you can, share clear examples of areas for improvement — and ideas on how to address them. By working with HR and upper management, you're enlisting the help of people who can make a direct impact on policies and create lasting change.

Join together

Find coworkers who share your goal to create an inclusive environment. Consider forming an employee resource group or taskforce to implement and maintain policies that address inclusion and diversity issues at work. By working together, you'll have a greater chance of succeeding. The larger your group, the easier it will be for others to practice inclusivity.

Recognize or thank people who act inclusively

When someone makes you feel supported or included, let them know that their inclusive and supportive behavior is noticed and appreciated. This type of positive acknowledgement helps everyone to recognize the importance of their actions and encourages them to take more inclusive actions in the future.

Anticipate and rehearse

If you think you may find yourself in situations where bias is likely to arise, try rehearsing possible responses like “Do you think some people might find that language hurtful?” or “What information are you basing that on?” Having a few responses at the ready will help you react quickly and confidently when the moment arises. By responding politely but firmly, you can lay the groundwork for a productive conversation while also making those who are experiencing bias feel welcome.

Encourage feedback

Set up a process – either through email submissions or one-on-one sit downs – that allow your employees to express their needs, ideas and perspectives. Be willing to learn, accept feedback, listen to the concerns of those around you, and implement new practices as needed. Even the most enlightened individuals have room to grow, and you have the ability to establish a culture of openness.

Turn mistakes into growth opportunities

None of us are perfect, and we’re all going to make mistakes at some point. If you do, simply apologize. You can say something like “I’m really sorry. I don’t know what I was thinking and realize that my actions were hurtful. I could make some excuses, but none would make up for telling such a tasteless joke. I hope you accept my apology.” While making a mistake in front of others can be embarrassing, it can also be a perfect opportunity to model an appropriate response.

Explain how bias makes you feel

Instead of labeling a comment as offensive, try to explain calmly how it makes you feel. You might say “I know you didn’t mean to, but that made me uncomfortable because...” or “I’m not sure what you meant when you said that.” By sharing your personal experience, you make others aware of the impact of their actions (even if it’s unintentional) and create opportunities for further discussion.

Actions to Take at Home Worksheet

Place a check next to actions you've taken, and a star next to actions you can commit to taking in the next few months.

Have a family conversation

Look for informal opportunities, like dinner time or while on the way to school, to encourage conversations about implicit bias, diversity and inclusion. Having informal conversations is a great way to create a safe, open family environment in which you define and examine bias together.

Embrace diverse media

Think about the media your family reads or watches consistently. Do the TV shows, books, games, movies and magazines you consume have a diverse cast of people and storylines, and explore perspectives different from your own? If not, you can start reading or watching more diverse media with your family, and discuss the themes together. Exposing your child to media featuring diverse characters and protagonists and discussing their identity groups can help to lay a foundation for valuing diversity and inclusion.

Commit to thinking before you speak

We often use insensitive language out of habit or to be funny, not because we intend harm. But, insensitive language – which can include jokes based on stereotypes – can easily make some people feel unsafe or excluded. It is easier to break this habit when you and your family can commit to thinking before you speak — at least reminding each other that “there is probably a better way to say that.”

Appeal to your family values

If a child is using biased language or joking inappropriately, communicate calmly but firmly that their language isn't acceptable. You can say something like, “We don't talk about people like that.” Ask if the child would like to talk, and emphasize that you'd like to help them understand the meaning of the words they are using, the impact those words have on people, and the importance of respecting differences and making everyone feel included.

Be a role model

Affirm your child's identity and surround them with people and things that positively reflect those aspects of who they are. Model the kind of behavior you want them to display by demonstrating acts of love, acceptance and inclusion with the people you encounter in your everyday lives. By being a role model, you're helping them become a role model within their own circles.

Respond to bias at home

If you encounter biased behavior or language at home, ask clarifying questions: “Why do you feel that way?” or “Are you saying everyone should feel this way?” Articulate your view: “You know, Dad, I actually see this differently. Here's my experience.” By having a thoughtful conversation, you clear up any possible misunderstandings and create opportunities for further discussions.

Talk about it

If a family member makes a hurtful comment or poses an offensive question, it's easy to shut down, put up walls, or disengage. Instead, try to show that you're committed to strengthening your relationship, and that part of that is communicating about the things that make you uncomfortable. Say something like "Hey, I felt uncomfortable when you said _____ the other day. I really care about our relationship, and want to talk to you about this."

Anticipate and rehearse

If you think you may find yourself in situations where bias is likely to arise, try rehearsing possible responses like "Do you think some people might find that language hurtful?" or "What information are you basing that on?" Having a few responses at the ready will help you react quickly and confidently when the moment arises. By responding politely but firmly, you can lay the groundwork for a productive conversation while also making those who are experiencing bias feel welcome.

Actions to Take Online Worksheet

Place a check next to actions you've taken, and a star next to actions you can commit to taking in the next few months.

Consider what you “like” and share

Social media has a wide reach, and has the potential to normalize biased behavior and reinforce stereotypes. If you see someone using biased language in a post or article (even if it's intended to be a joke), don't share or like it. Instead, you can respond by identifying the issue and explaining why it could hurt someone reading it.

Post responsibly

You can set a good example by doing something as simple as using gender-inclusive language in social media posts. Model posts that are thoughtful and promote healthy, respectful discussion. You don't have to change minds, but communicating your views can spark conversation, normalize inclusive language, and empower others.

Offer support

Sometimes letting someone know you are an ally is all it takes to make them feel safe and included. It doesn't have to be a public display. Take a moment to pull someone aside or send a quick text or email — it can be as simple as saying “Hey, I saw what happened earlier; is there anything you need?” or “I'm always around if you ever want to talk about the way that experience made you feel.” When you chat, always reinforce that they are never to blame if they become the subject of biased behavior.

Report abuse

Sometimes users take advantage of the anonymity that the internet provides to harass individuals online. If you see that an account is continually posting biased or harmful language on someone's page, report it. By doing so, you're ensuring that online spaces are more inclusive and safer for all users.

Use inclusive language

Using appropriate and respectful language helps those around you feel included, and can set an example for the people you come into contact with. For instance, you might ask new acquaintances which pronouns they use for themselves or use the word “partner” instead of boyfriend/girlfriend.

Commit to thinking before you speak

We often use insensitive language out of habit or to be funny, not because we intend harm. But, insensitive language — which can include jokes based on stereotypes — can easily make some people feel unsafe or excluded. It is easier to break this habit when you can commit to thinking before you speak — and looking for opportunities to practice doing so both online and in person.

Respond to biased language

It's not always easy to know how to respond when you hear or see something offensive. One approach is to ask questions like “Can you tell me what you meant by that?” or “What information are you basing that on?” By responding calmly and engaging others in discussion, you can clear up any misunderstandings and create opportunities for further conversation.

Recognize or thank people who act inclusively

When someone makes you feel supported or included, let them know that their inclusive and supportive behavior is noticed and appreciated. This type of positive acknowledgement helps everyone to recognize the importance of their actions and encourages them to take more inclusive actions in the future.

Start a conversation to create deeper connections

Just because you may appear to be different from someone on the surface doesn't mean you can't connect. Use the conversation starters on our Questions to Connect page to get to know someone who comes from a different background or has a different perspective than you. Follow up with a direct message, ask them if they'd like to talk on the phone, or invite them to meet up in person. By taking the step to have a conversation and make someone feel welcome, you get to know them on an individual level and might even make a new friend. You'll also be encouraging others to do the same.

Explain how bias makes you feel

Instead of labeling a comment as offensive, try to explain calmly how it makes you feel. You might say "I know you didn't mean to, but that made me uncomfortable because..." or "I'm not sure what you meant when you said that." By sharing your personal experience, you make others aware of the impact of their actions (even if it's unintentional) and create opportunities for further discussion.

Turn mistakes into growth opportunities

None of us are perfect, and we're all going to make mistakes at some point. If you do, simply apologize. You can say something like "I'm really sorry. I don't know what I was thinking and realize that my actions were hurtful. I could make some excuses, but none would make up for telling such a tasteless joke. I hope you accept my apology." While making a mistake in front of others can be embarrassing, it can also be a perfect opportunity to model an appropriate response.

Actions to Take With Friends

Place a check next to actions you've taken, and a star next to actions you can commit to taking in the next few months.

Commit to thinking before you speak

We often use insensitive language out of habit or to be funny, not because we intend harm. But, insensitive language – which can include jokes based on stereotypes – can easily make some people feel unsafe or excluded. It is easier to break this habit when you and your friends can commit to thinking before you speak — at least reminding each other that “there is probably a better way to say that.” Check out some language to be mindful of in our Questions to Self-Reflect.

Talk about it

If a friend makes a hurtful comment or poses an offensive question, it's easy to shut down, put up walls, or disengage. Instead, try to show that you're committed to strengthening your relationship, and that part of that is communicating about the things that make you uncomfortable. Say something like “Hey, I felt uncomfortable when you said ____ the other day. I really value your friendship, and wanted to talk about it with you.”

Offer support

Sometimes letting someone know you are an ally is all it takes to make them feel safe and included. It doesn't have to be a public display. Take a moment to pull someone aside or send a quick text or email — it can be as simple as saying “Hey, I saw what happened earlier; is there anything you need?” or “I'm always around if you ever want to talk about the way that experience made you feel.” When you chat, always reinforce that they are never to blame if they become the subject of biased behavior.

Start a conversation to create deeper connections

Just because you may appear to be different from someone on the surface doesn't mean you can't connect. Use the conversation starters on our Questions to Connect page to get to know someone who comes from a different background or has a different perspective than you. Invite them to grab coffee, or join you and your friends the next time you hang out. By taking the step to have a conversation and make someone feel welcome, you get to know them on an individual level and might even make a new friend. You'll also be encouraging others to do the same.

Anticipate and rehearse

If you think you may find yourself in situations where bias is likely to arise, try rehearsing possible responses like “Do you think some people might find that language hurtful?” or “What information are you basing that on?” Having a few responses at the ready will help you react quickly and confidently when the moment arises. By responding politely but firmly, you can lay the groundwork for a productive conversation while also making those who are experiencing bias feel welcome.

Use inclusive language

Using appropriate and respectful language helps those around you feel included, and can set an example for the people you come into contact with. For instance, you might ask new acquaintances which pronouns they use for themselves or use the word “partner” instead of boyfriend/girlfriend.

Create a culture of listening

Be a role model by making sure that everyone has a voice and that all perspectives are being considered. If you see that certain people aren't being included in conversations, make a point of reaching out in group settings or follow up individually afterwards. Ask questions to show that you're engaged. In leading by example, you're reinforcing within your group of friends that every opinion matters.

Work together

Taking action by yourself can be intimidating. To make it easier, try enlisting the help of friends and commit to taking inclusive action together. Form a group to promote inclusion in your community or reach out to a new group of people and invite them to join you in something you're already doing. By working together, you can widen your sphere of influence, and invite more people to join your circle.

Recognize or thank people who act inclusively

When someone makes you feel supported or included, let them know that their inclusive and supportive behavior is noticed and appreciated. This type of positive acknowledgement helps everyone to recognize the importance of their actions and encourages them to take more inclusive actions in the future.

Turn mistakes into growth opportunities

None of us are perfect, and we're all going to make mistakes at some point. If you do, simply apologize. You can say something like "I'm really sorry. I don't know what I was thinking and realize that my actions were hurtful. I could make some excuses, but none would make up for telling such a tasteless joke. I hope you accept my apology." While making a mistake in front of others can be embarrassing, it can also be a perfect opportunity to model an appropriate response.

Explain how bias makes you feel

Instead of labeling a comment as offensive, try to explain calmly how it makes you feel. You might say "I know you didn't mean to, but that made me uncomfortable because..." or "I'm not sure what you meant when you said that." By sharing your personal experience, you make others aware of the impact of their actions (even if it's unintentional) and create opportunities for further discussion.

Actions to Take by Myself Worksheet

Place a check next to actions you've taken, and a star next to actions you can commit to taking in the next few months

Take a moment to reflect

Recognizing and working to check those areas of bias is one of the most powerful ways in which you can begin to act more inclusively. As you reflect, you might continue to find areas of weakness, and that's okay — as long as you're committed to trying to live more inclusively.

Reconsider stereotypes

Stereotypes are oversimplified images or ideas about social identity groups — for instance, older adults are sometimes assumed to be “bad at technology.” And while this may seem harmless, stereotypes are overwhelmingly inaccurate and can negatively impact decisions around employment, education, the justice system, housing and financial services. By taking time to reconsider stereotypes internally and question whether the assumptions we are making are supported by real evidence specific to an individual, we can work to ensure everyone is valued fairly.

Keep learning

Spend a little time reading or watching material that helps you understand people who might be different from you. Research materials on how to be more inclusive of different communities or individuals. Even though you might not see the impact in the moment, you'll be more culturally competent, better equipped to support the people around you, and able to foster a more inclusive community.

Ask for clarification

If you don't understand a term or an issue, even after researching it, don't be afraid to reach out and ask questions. Talk to friends who might have experienced the kind of bias you're thinking about or read someone's perspective online. If you talk to a friend, ask them respectfully if they'll share their experience — listen, thank them for sharing, and make sure they know you support them. Doing this strengthens your relationship with the person you ask, and also equips you to better support people in future.

Glossary

Ability

Having the mental and/or physical capacity to engage in one or more major life activities, such as seeing, hearing, speaking, walking, breathing, performing manual tasks, learning, or caring for oneself.

Acceptance

Appreciating and welcoming others for who they are as individuals without judgment. When we accept someone, it shows that we value and respect their identity ("who they are").

Accessibility

Intentionally designing experiences (such as a building, recreational facility, program, activity, or online resource) to be easily usable for individuals with disabilities. For example, creating an accessible pool could include incorporating pool lifts or sloped entries.

Ally

A person from one identity group who speaks out or takes action in support of individuals from another group.

Bias

A preference for or against an individual or group that interferes with or influences fair judgment. Bias can be both conscious and unconscious. For more information on unconscious bias, check out the definition for implicit bias.

Cultural appropriation

The act of using elements of a culture that is not your own (e.g. clothing, symbols, ideas) without demonstrating understanding, respect, or reverence for the culture's history, experience, wishes, or traditions.

Cultural Competence

The ability to interact effectively with people of diverse backgrounds and different identity groups by being sensitive, appreciative, respectful, and responsive to beliefs, practices, and cultural needs that are different from your own.

Discrimination

Unfavorable or unfair treatment of an individual or group based on identity labels such as race, ethnicity, skin color, religion, age, gender, physical or mental ability, sexual orientation, or gender identity.

Diversity

Differences in cultures, abilities, ideas, philosophies, backgrounds, and histories that exist among individuals.

Disability

A mental or physical condition that restricts an individual's ability to engage in one or more major life activities (e.g. seeing, hearing, speaking, walking, communicating, sensing, breathing, performing manual tasks, learning, working, or caring for oneself). When discussing people with disabilities, it is important to use "people first" language that avoids defining an individual by their disability by placing the reference to a disability after the reference to a person (e.g. "a person with a disability", rather than "a disabled person").

Ethnicity

A person's identification with a group based on characteristics such as shared history, ancestry, language, and culture.

Equality

When everyone has access to the same rights, opportunities, and resources.

Equity

When everyone gets what they need in order to have access, opportunities, and a fair chance to succeed. Equity recognizes that the idea of equality ("the same for everyone") may not address widespread inequities and individual circumstances where individualized solutions are necessary.

Gender

A social construct about the roles, behaviors, and actions men and women perform in a society. The attitudes, customs, and values associated with gender are learned and are not something we are innately born with.

Gender identity

How a person defines and conceptualizes their own gender. Since gender identity is internal, one's gender identity is not necessarily visible to others.

Identity group

A group, culture, or community where an individual shares a sense of belonging based on physical, social, or philosophical characteristics. It is likely that each of us belongs to many identity groups based on gender, sex, race, ethnicity, sexual orientation, religion, ability, and age.

Implicit bias (unconscious bias)

The assumptions, stereotypes, and unintentional actions (positive or negative) we make towards others based on identity labels like race, religion, age, gender, sexual orientation, or ability. Because our implicit associations are stored in our subconscious, we may act on our biases without even realizing it. Often, our implicit biases contradict our values

Inclusion

Supporting and embracing diversity in a way that clearly shows all individuals are valued, recognized, and accepted for who they truly are. This involves demonstrating respect for the abilities, beliefs, backgrounds, and cultures of those around you and engaging those with diverse perspectives, so that others feel an unconditional sense of belonging for who they are.

Intersectionality

The idea that people whose individual identities overlap with a number of marginalized groups experience multiple, overlapping threats of discrimination.

LGBT

Acronym for lesbian, gay, bisexual, and transgender. The term is often used to refer to the community as a whole. Other common variations of LGBT include LGBTQ, LGBTQIA, and LGBTQIA+ which include individuals who identify as queer/questioning, intersex, asexual and more.

Marginalization

The process of putting or keeping someone (or a group of people) in a powerless position within a society by not giving them an active voice, identity, or place within it. Marginalization can show up in subtle or overt actions, such as using derogatory language, assuming someone's accomplishments are not based on merit, and expecting individuals to act a certain way based on stereotypes.

Microaggressions

The everyday slights, put-downs, and insults that marginalized people experience in their daily interactions. Microaggressions are often linked to our implicit biases, occur outside of our consciousness, and may be unintentional. Microaggressions may occur verbally ("you speak good English") or nonverbally (clutching one's purse more tightly when passing someone on the street) and can make people feel ashamed and dehumanized.

Nationality

Solely refers to a person's citizenship by origin, birth, or naturalization.

People of Color (POC)

A phrase used to refer to individuals who belong to a racial or ethnic minority group. Those identities can include, but are not limited to Black, Latino, Indigenous, Asian, Middle Eastern, and Pacific Islander.

Privilege

The idea that some people have certain unearned advantages and benefits over others simply because there are aspects of their identity that society values over other identities. You can have privilege whether you are aware of it or not. You can also be simultaneously privileged and marginalized for different parts of your identity.

Race

Refers to societal categorization of individuals based on physical appearance (such as skin color, hair type, facial form or eye shape), ancestral heritage, or cultural affiliation.

Religion

An organized system of faith and worship that can include beliefs, observances, rituals, and rules used to demonstrate devotion to one or more gods/goddesses.

Sex

A label that you're assigned at birth based on medical factors, including your hormones, genetics, and physical anatomy. Most people are assigned male or female at birth, but when someone's anatomy doesn't fit traditional definitions of female or male, they may be described as intersex.

Sexual orientation

Refers to how an individual defines their emotional, physical and/or romantic attractions. Categories of sexual orientation include, but are not limited to, gay and lesbian (attracted to some members of the same gender), bisexual (attracted to some members of more than one gender) and heterosexual (attracted to some members of another gender)

Stereotype

An oversimplified generalization about a group of people without regard for individual differences. Stereotypes often cause us to make assumptions (both negative and positive) about people based upon superficial characteristics. An example of a stereotype is any time you group individuals together based on an identity label and make a judgment about them without knowing them.

Tolerance

Being accepting and open-minded to different opinions, beliefs, practices, and cultures from our own, even if we do not necessarily agree with the differences.

Transgender (often abbreviated as trans)

An umbrella term used to describe people whose true gender identity does not "match" the sex or gender they were assigned at birth. People who are transgender express themselves in many ways and do not necessarily need to alter their appearance in any way. When talking to or about someone who identifies as transgender, it is important to be respectful of how they identify, and use their self-ascribed identity, name, and pronouns.

*for a full list of sources, visit lovehasnolabels.com/resources/glossary/.