

OUR MADISON: INCLUSIVE, INNOVATIVE AND THRIVING



Creating a Gender-Inclusive Workplace for All

This communication provides frequent and transparent information on our efforts to create a Gender-Inclusive Workplace for all City of Madison Employees.

What You Should Know

The frequency of this all-City of Madison Employee staff communication is shifting from monthly to quarterly. You can expect communications in March, June, August, and November of 2024. Past communications can be found on the [Gender-Inclusive Workplace webpage](#).

Much of what we wanted to achieve in this effort has been accomplished! We will continue to provide guidance, recommendations, and resources to all to support #TeamCity in our journey of creating a gender-inclusive workplace for all.



Calls to Action

1. ADKAR Change Management Model – Last Step!

In the October 2023 edition, we learned that the fourth step in any successful change is **ability** which is knowing how to do something new and doing it. Ability is when the change occurs. Ability looks like: eating better; working out more; reducing screen time; changing language.

The fourth building block of change is **Reinforcement**. **Reinforcement** includes actions that help increase the success of new behaviors. We know that it takes roughly 66 days for a new behavior to become a habit. Reinforcement is how we help a new behavior become a habit.

Think of a new habit you've recently added to your daily routine. What helps motivate you to do that new behavior? Those types of actions are **reinforcement**.



Reinforcing our new behaviors can look like:

- Talking about and sharing successes, bright spots, and small wins
- Providing and asking for feedback
- Recognizing and appreciating new behaviors
- Making sure you have support to continue new behaviors.

Remember, if we don't have Awareness, Desire, Knowledge, Ability and **Reinforcement**, we cannot successfully change. Check out our [Gender-Inclusive Workplace webpage](#) for resources and the [Organizational Development Courses webpage](#) for trainings.



2. Share this Communication Broadly

We are asking that folks share out the contents of this communication broadly, especially **Supervisors, Managers, and Department Heads**.

The accomplishments of this implementation effort (see next section) have great impact for all within #TeamCity, help to make our organization a better place to work, and should be celebrated by all!

2023 Accomplishments



We recently published our annual [Gender-Inclusive Workplace Initiative: End of Year Report](#). Highlights include:

- ➔ **60 out of 77 (78%)** City of Madison single-occupant restrooms are **gender-neutral** (*and are now labeled as such*).
- ➔ All City of Madison **job postings now include language encouraging transgender and gender-nonconforming individuals to apply**.
- ➔ We distributed a total of **five all-staff communications**. Each communication also had a digital TV board ad and a flyer.
- ➔ We presented a total of **four informational sessions to over 100 City Staff**. A recording of one of those sessions is available on-demand on the [Gender-Inclusive Workplace webpage](#).



- ➔ We **launched** the [Gender-Inclusive Workplace](#) webpage for all-staff.
- ➔ We **updated** [APM 2-52](#), its [Resource Guide](#) and [Gender-Inclusive Language Style Guide](#). Changes were **signed into effect** by Mayor Rhodes-Conway in December.
- ➔ **4 employee handbooks** and **37 chapters of municipal code** were **updated with gender-neutral language**. Thanks to OCA, HR, Engineering, and IT for your work here!
- ➔ We developed a [Gender-Neutral Restroom Location Guide](#) for use within City facilities. This will help increase visibility of gender-neutral restrooms.
- ➔ We offered **14 total course sessions**. 233 staff attended, and every agency had at least one participant in each training session. **Feedback from participants was positive:**
 - **99%** of respondents reported that they **could apply what they learned in the courses to their work**.

94% of respondents reported that the overall rating of the course was **good or excellent**.

Did You Know?

We could not have achieved all these accomplishments in 2023 without the hard work and commitment of over 20 project team members. This includes staff from:

- Engineering
- OCA
- IT
- HR
- DCR
- Planning
- Finance
- Community Development
- Public Health
- Fire
- Building Inspection
- Library



For many of these staff, this effort is just one of many organization-wide efforts that they are a part of - aside from their daily job duties. We are grateful for all their work, and for each #TeamCity staff who strives to embody and show gender-inclusive behaviors.

Resources & Links:

- [Change Management Learning Resource](#)
- [LGBTQ+ Part 1: Creating Inclusive Spaces Course](#)
- [LGBTQ+ Part 2: Contributing to Systemic Change Course](#)
- [Supervisors Building a Gender-Inclusive Workplace Course](#)
- [Gender-Inclusive Language Course](#)
- [Affinity Groups Guidance Document](#)
- The most recent APM 2-52 Gender-Inclusive Workplace updates – including copies of communications like these – can be found on our [Gender-Inclusive Workplace](#) webpage.

Administrative Procedure Memorandum (APM) No. 2-52:

- [Inclusive Workplace APM 2-52](#)
- [APM 2-52 – Resource Guide for Gender-Inclusive Workplace](#)
- [APM 2-52 – Gender-Inclusive Language Style Guide](#)

Organizational Development:

- [Upcoming Organizational Development Courses](#)



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