Welcome

Presenter:
- A.J. Hardie, PhD
- Pronouns: He/him and they/them, interchangeably.
- Program Director at OutReach LGBTQ+ Community Center

Please share:
- Name
- Pronouns (optional for introductions and screen name)
- Role

Today's Objectives

1. Describe how gender-neutral and transgender-inclusive language differ.

2. Name at least two strategies for creating gender inclusion with language other than using they/them pronouns.

3. Explain the importance of using someone's correct name and pronouns.

4. Identify two ways to correct a pronoun or name mistake.

Group Agreements

Be here and be present	Think well of each other	Intent vs. impact	Hard on systems, soft on people
Keep confidentiality	Share the space	Expect unfinished business	Avoid assumptions, ask questions
Pause, paraphrase, inquire	Live the values	What is shared here stays here, what is learned here leaves here	Reserve the right to change your mind

Purpose of Gender-Inclusive Language Training

- **It is the City's policy to protect and support transgender, nonbinary, and gender expansive employees.**

- The City's Service Promise states that employees will *"Treat everyone as they would like to be treated."*

- Gender-inclusive language is important for the health and safety of the public that City employees serve.

City of Madison *Gender-Inclusive Language Style Guide*

- **Outlines the correct and respectful language that is inclusive of all genders (i.e., gender-neutral).**

- Provides guidance on how to use this language in communications and on forms.

- A supplement to the City's *Resource Guide for a Gender-Inclusive Workplace*

City of Madison *Resource Guide for a Gender-Inclusive Workplace*

- **Outlines the rights, legal protections, and resources available for transgender and gender expansive City employees.**

- Is a companion to the *Gender-Inclusive Language Style Guide* and provides additional context on workplace protections for transgender people.

An Introduction to Gender-Inclusive Language

Gender-Inclusive Language

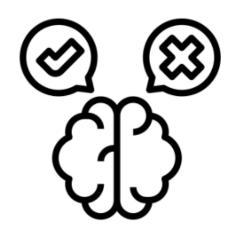- **Gender-inclusive language takes two main forms:**
  - *Gender-neutral language* reduces exclusion based on assumptions about gender of employees and the public
  - *Transgender-inclusive language* increases inclusion by recognizing the existence of transgender people

- **Gender-inclusive language can be challenging to adopt.**
  - We are raised to think of our society's gender roles as normal, and challenging and unlearning patterns is difficult.
  - It's part of our role as people who serve the public, as colleagues, community members, family and friends to do the work.

Gender-Neutral Language: *Preventing Exclusion*

- **Avoid assumptions about gender based on appearance, voice, or other characteristics**
  - Use the singular "they" and other gender-neutral language when gender is unknown.
  - Use a person's name
  - Ask someone's pronouns

- **Find gender-neutral alternatives when addressing individuals or groups of people**
  - Avoid gendered honorifics such as Mr., Mrs., Ms., ma'am, and sir when gender is unknown.

Gender-Neutral Language: *Preventing Exclusion*

- **Take unnecessary references to gender and the gender binary out of interactions, content, and communication**
  - The gender binary is a system of understanding gender with only masculine/male or feminine/female and no in-between or fluidity.

- **Be aware of gendered language when communicating in other languages**
  - Learn gender-neutral alternatives for gendered languages like Spanish, French, Portuguese, or others.

Gender-Neutral Language: *Examples*

Exclusionary Language	Inclusive Alternatives
He or she, (s)he, s/he	They
Him or her	Them
His or her(s)	Their(s)
Mr., Ms., Mrs., Miss (honorifics)	Use the person's name or a gender-neutral title *Use honorifics only if the person has indicated which they use. Note the gender-neutral honorific "Mx." See page 3 for more details.*
Men and women *Example: "The men and women working at the City…"*	People, employees, etc. *Examples: "The people working at the City…"* *"The City employees…"* *"Employees of all genders…"*
Both genders	All genders
Opposite gender, opposite sex	Different gender

Gender-Neutral Language: *Examples*

Exclusionary Language	Inclusive Alternatives
Councilman, alderman, aldermanic district	Council member, alder, alder district
Chairman	Chair
Policeman	Police officer
Fireman	Fire fighter
Landlord, landlady	Owner, landowner, property owner
Husband or wife	Spouse, partner
Father or mother, sister or brother	Parent, sibling
Layman	Layperson, average person
Manpower, man hours	Staffing, staff hours
Hello, ladies and gentlemen!	Hello, everyone! Hello, all!
Dear Sir or Madam	Greetings, To Whom it May Concern, Dear [name]

Practice:
Edit these sentences to be gender-neutral

- Our group is an inclusive place for people of both genders, and we recognize the important contributions of the men and women who attend weekly meetings.

- Each person is allowed to bring one guest, such as his/her husband or wife.

- We need volunteers to man the station for three hours.

Transgender-Inclusive Language: *Promoting Inclusion*

- **Transgender-inclusive language is different from gender-neutral language.**
  - Just like cisgender (non-transgender) people, transgender people can have binary gender identities (male/man or female/woman).
  - Always using gender-neutral language can be invalidating for some transgender people with binary gender identities.

- **Transgender-inclusive language promotes inclusion and recognition of the transgender community by treating transgender identity equally to cisgender identity.**

A Note about Transgender-Inclusive Language

- Transgender people of different generations may use different words to describe themselves or their experiences.

- Language is constantly evolving and so what is considered inclusive may change from year to year.

- **The language that we use to describe ourselves is our choice and is not something that is up for debate.**

Transgender-Inclusive Language: *Examples*

Invalidating Language	Validating Language
Preferred name and pronouns	Name and pronouns, chosen* name and pronouns *Use "chosen" only when distinguishing from deadname*
_____ identifies as _____. *Example: Carl identifies as male.*	_____ is _____. *Example: Carl is a man.*
People who identify as nonbinary.	Nonbinary people.
Women and transgender women	Women, or transgender and cisgender women.

Transgender-Inclusive Language: *Examples*

Outdated / Offensive Language	Correct Language
Transgendered	Transgender
_____ is a transgender.	_____ is transgender. *Transgender is an adjective, not a noun.*
Transman, transwoman, trans male, trans female	Man, woman, transgender man, transgender woman, trans man, trans woman (*include space*)
Males, females	Men, women
Sex reassignment surgery, sex change operation	Gender confirmation surgery *Gender affirming surgery is also used*
Sex change	Transition
Biologically male / female, born a man / woman	Assigned male / female at birth *It is very rarely appropriate to talk about a person's sex*
Real name, birth name	Deadname *Do not use a person's deadname. Always refer to the person by their chosen name.*

Practice:
Edit these sentences to be transgender-inclusive

- Please share your name, role, and preferred pronouns.

- This space is welcoming to all people who identify as women.

- He was born a woman, and he's a transgendered male.

- There are more transgenders in Dane County than Rock County.

Gender Inclusivity and Pronouns

What are Pronouns?

- **Pronouns are a part of speech that is used to refer to someone in place of repeating their name.**
  - Example: I talked to Diane, <u>she</u> told me <u>she</u> went to the store.

- We use pronouns most often when talking <u>about</u> someone instead of <u>to</u> the person.

- Using the correct pronouns for someone is like using the correct name, it's part of being respectful.

Common English-Language Pronouns

- **She/her/hers and He/him/his**
  - Example: Jonah is applying for a supervisory position, and <u>he</u> is really nervous about the interview. <u>His</u> interview is next week.

- **They/them/theirs**
  - Example: Lucy called to say that <u>they</u> will be a few minutes late.

Multiple or No Pronouns

- **Multiple pronouns***
  - Example: Irene uses they/she pronouns.
  - "I really liked <u>their</u> comment before the break. <u>She</u> really made me think about policy differently."
  - *Some people who use multiple pronouns ask that they be used interchangeably, while other people may say that consistent use of one or the other is ok. If you're uncertain when talking to someone who uses multiple pronouns, you can ask for clarification.

- **No pronouns**
  - Example: Ronnie uses Ronnie's name only, no pronouns.
  - "<u>Ronnie</u> finished <u>Ronnie's</u> shift about an hour ago."

Neo-pronouns

Subjective	Objective	Possessive Adjective	Possessive pronouns	Reflexive	Pronunciation
She	Her	Her	Hers	Herself	As it looks
They	Them	Their	Theirs	Themself	As it looks
Ze	Hir	Hir	Hirs	Hirself	"Zee" "Here" "Heres" "Here-self"
Ey	Em	Eir	Eirs	Eirself	"A" "M" "ear" "ears" "ear-self"
Per	Per	Pers	Pers	Persself	As it looks

- **Neo-pronouns are used in place of he, she, or they. Anyone can use neo-pronouns but they are most often used by transgender and nonbinary people.**
  - Example: Maria's pronouns are per/pers.
  - "Maria brought per dog to the office today! Pers dog is in pers office."

Using the Correct Pronouns Matters

- **Correct pronoun use:**
  - Demonstrates respect and listening
  - Starts building belonging

- **Incorrect pronoun use:**
  - Has a significant negative effects on mental health.

- **Transgender people who are accepted and affirmed by their coworkers and colleagues have better mental health and lower rates of suicidal ideation.**

Using Correct Pronouns is Part of Being a City Employee

- **The City's Service Promise states that employees will *"Treat everyone as they would like to be treated."***
  - Specific to pronouns, this could be re-worded as *"Call them what they would like to be called."*

- ***Using the wrong name or pronoun intentionally or repeatedly is harassment* according to the City of Madison and could contribute to a Hostile Work Environment.**

- **Even if people assume the correct pronouns for you, they may not for other people.**

Pause, reflect, and take care of ourselves!

How Do We Learn People's Pronouns?

How do we learn about a person's name or pronouns?

- An individual shares their name or pronouns
- Email from coworker or supervisor*
- Another coworker tells us*

*Do <u>not</u> share someone's pronouns without their consent.

MY PRONOUNS ARE

Learning New (to You) Pronouns

- **New Employee:** A new employee may use pronouns with which coworkers are unfamiliar or have less practice.
  - Example: Zander's pronouns are zie/zir.
  - "I would like to introduce you to Zander. Zie started last week."

- **Changes shared by an existing employee:** An existing employee may share a name or pronoun different from what they used before. Colleagues should not assume gender based on this change or that there has been or will be a change.
  - Example: Skyler's name is Skylar and pronouns are they/them. They have recently shared this name change.
  - "They're name is Skylar now and their pronouns are they/them."

Practice

- **Try writing out or talking through these scenarios:**
  - Introduce yourself to a new coworker with your name, role, and pronouns.
  - Introduce a coworker to someone with their name and role. Make sure your introduction includes their pronouns.*

*Make sure you have permission to share people's pronouns when you introduce them to others. For this scenario, use a made up name to protect the privacy of your coworkers.

Practice

- **Someone has changed their name and/or pronouns**
  - Meg: "I heard that Sue changed her name."
  - Roz: "Their pronouns are they/them and their name is Scott."

- **Introducing someone who has changed their pronouns**
  - Max: "This is Bri, hir pronouns are ze/hir, and ze works in our south station."

When Mistakes Happen

- **Mistakes <u>will</u> happen. When we mess up someone's name or pronouns, we should apologize and remember:**
  - Be sincere
  - Keep it brief
  - Focus on doing it differently next time
  - Don't expect a response from the person
  - Practice, Practice, Practice

How to Respond When Someone Corrects You

- **Accept the correction, say thank you, and continue the conversation.**

- **Make a commitment to yourself to practice the correct name, pronouns, or other language.**
  - Practice by talking aloud or to yourself and using the correct name and/or pronouns.
  - Practice by writing a story about them using the correct pronouns.

Practice Using Deliberately Including Pronouns in Your Daily Life

- Introduce yourself with your pronouns and ask someone theirs.

- Add your pronouns to your email signature or display name for a virtual meeting.

- Find at least one opportunity to use someone's name or other gender-neutral language in a professional communication (written or verbal), especially where someone's pronouns are unknown.

Practice

Brief sincere apology, followed by change:

- Susan: "This is my co-worker, Mica. He just started last week."
- Mica: "Actually, my pronouns are they/them."
- Susan: "I'm sorry. Thanks for letting me know. They just started last week."

Practice

- **Correcting yourself in the moment:**
  - First try: "I heard Liza has been joined our team. I am looking forward to working with her. This project is really going to benefit from her expertise."

  - Second try: "I heard Liza has been joined our team. I am looking forward to working with her...him. This project is really going to benefit from his expertise."

Practice

- **How to correct someone else:**
  - Abby: "Sam needed to leave early, so I just left her a note."
  - Kyle: "Sam's pronouns are he/him."
  - Abby: "You're right, I'm sorry. I left him a note."

Gender-inclusive Forms and Demographics

Forms and Demographics: *Key Questions*

- **Demographic data are collected so that the City can better serve marginalized populations.**
  - This includes people who are marginalized because of sexual orientation and/or gender identity.

- **Only ask for demographic information if the city needs the data to serve a marginalized population. Data should be de-identified and treated confidentially at all times.**

Forms and Demographics: *Key Questions*

1. How would I use this information to benefit the target audience of this question?

2. Do I have the resources and a plan to effectively analyze and apply the information I want to collect?

3. What potential harm could I cause by asking this question?

4. What potential harm could I cause by *not* asking this question?

5. Is this question intrusive? Would I ask this question of a stranger?

6. Why might a person with a marginalized identity be uncomfortable providing this information?

Forms and Demographics: *Best Practices*

- **Be transparent** about why you are asking an how it will benefit the user.
  - *Example:* We use demographic information to help us understand our population and for grant reporting. Please help us serve you better by choosing the options that best describe you.

- **Allow users to choose multiple options** by offering checkboxes instead of radio buttons.

- **Make fields optional**, and include an option "Prefer not to say".

- **Allow users to choose their own language** by making the field a text box, or offering an option "Prefer to self-describe".

Forms and Demographics: *Best Practices*

- **Do not require a legal name.**

- If you need a person's legal name to comply with state or federal regulations, also ask for their chosen name.

- Explain why you need their legal name, and use their chosen name in any response.

Forms and Demographics: *Best Practices*

- **Do not require information about gender.**

- If you need a person's gender to comply with state or federal regulations, provide sufficient categories or self-description options to adequately include transgender and gender expansive people.

- Explain why you need their gender and use their self-identified language in all communication.

Forms and Demographics: *Examples*

Gender & Pronouns

Consider what information you need to collect. Do you need to know if a person is transgender? Do you need to know their gender, or just what pronouns they use?

Gender
Please select any that apply.
- ☐ Woman
- ☐ Man
- ☐ Non-binary / Genderqueer
- ☐ Prefer not to say
- ☐ Prefer to self-describe (specify)

Gender
Please select any that apply.
- ☐ Woman
- ☐ Man
- ☐ Non-binary / Genderqueer
- ☐ Prefer not to say
- ☐ Prefer to self-describe (specify)

Do you describe yourself as transgender?
- ○ Yes
- ○ No
- ○ Prefer not to say

Pronouns
For example: she/her, he/him, they/them.

[   ]

Forms and Demographics: *Examples*
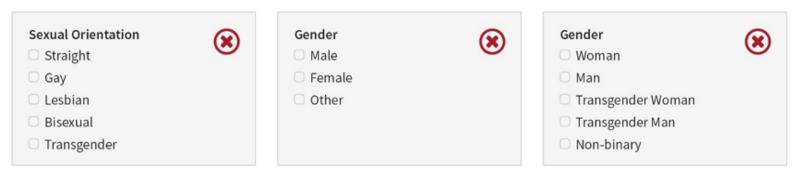
LGBTQ+ Identity

Avoid asking for a person's sexual orientation or gender if possible. Recognize that this topic is very personal for many people, and some users will be very uncomfortable with this question.

Are you a member of the LGBTQ+ community?
- ○ Yes
- ○ No
- ○ Prefer not to say

This question may be used in addition to question(s) about gender, as listed above.

Forms and Demographics: *Examples*

Incorrect Fields

Do not use any of these incorrect field configurations.

Sexual Orientation ⊗	Gender ⊗	Gender ⊗
☐ Straight	☐ Male	☐ Woman
☐ Gay	☐ Female	☐ Man
☐ Lesbian	☐ Other	☐ Transgender Woman
☐ Bisexual		☐ Transgender Man
☐ Transgender		☐ Non-binary

- **What would be incorrect about the option listed above?**

Forms and Demographics: *Examples*

Incorrect Fields

Do not use any of these incorrect field configurations.

Sexual Orientation ⊗
- ☐ Straight
- ☐ Gay
- ☐ Lesbian
- ☐ Bisexual
- ☐ Transgender

Do not list Transgender under Sexual Orientation.

Gender ⊗
- ☐ Male
- ☐ Female
- ☐ Other

Do not place non-binary genders into an "Other" category or use the labels "Male" and "Female".

Gender ⊗
- ☐ Woman
- ☐ Man
- ☐ Transgender Woman
- ☐ Transgender Man
- ☐ Non-binary

Do not list Transgender Woman/Man separately from Woman/Man.

Gender
Please select any that apply.
- ☐ Woman
- ☐ Man
- ☐ Non-binary / Genderqueer
- ☐ Prefer not to say
- ☐ Prefer to self-describe (specify)

Do you describe yourself as transgender?
- ○ Yes
- ○ No
- ○ Prefer not to say

Reflecting on Today's Objectives

1. Describe how gender-neutral and transgender-inclusive language differ.

2. Name at least two strategies for creating gender inclusion with language other than using they/them pronouns.

3. Explain the importance of using someone's correct name and pronouns.

4. Identify two ways to correct a pronoun or name mistake.

Closing

- **What is one tip you will use right away or one skill you can commit to practicing?**

Resources

- **City of Madison Gender-Inclusive Language Style Guide:** https://www.cityofmadison.com/mayor/apm/hr/APM2-52Attach2.pdf

- **City of Madison Resource Guide for a Gender-Inclusive Workplace:** https://www.cityofmadison.com/mayor/apm/hr/APM2-52Attach1.pdf

- **APM 2-52 Gender-inclusive Workplace Updates (found on EmployeeNet under announcements):** https://www.cityofmadison.com/employeenet

- **City of Madison Gender Inclusive Workplace webpage:** https://www.cityofmadison.com/employeenet/policies-procedures/gender-inclusive-workplace

- **Gender-Inclusive Workplace Inbox:** InclusiveWorkplace@cityofmadison.com

- **FORGE Gender-Neutral Pronouns Quick Reference Guide:** https://forge-forward.org/wp-content/uploads/2020/08/gender-neutral-pronouns1.pdf

- https://pronouns.minus18.org.au/

- https://www.practicewithpronouns.com/