INCLUSION4ALL:

E-Learning Concept

INCLUSION4ALL
TRANS, INTERSEX AND NON-BINARY PEOPLE AT WORK

TNN
Transgender Netwerk Nederland
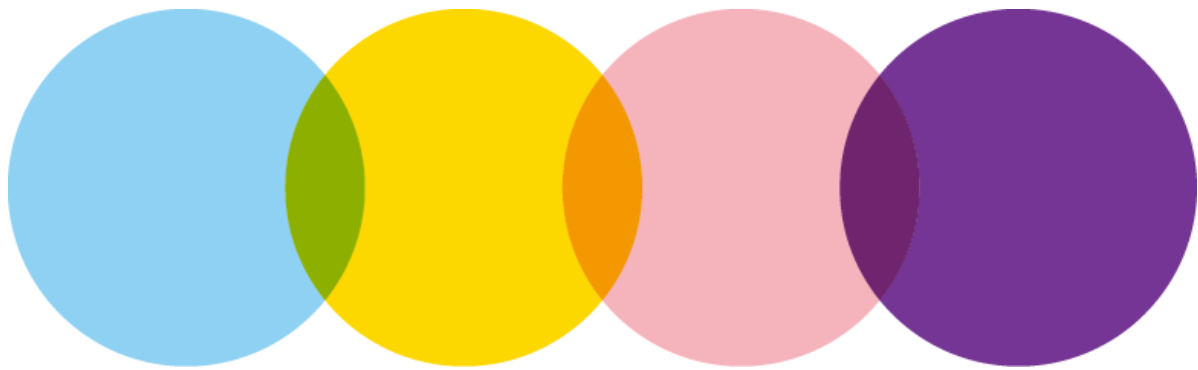
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If you have any questions about this toolkit or its contents, feel free to email TNN at **info@transgendernetwerk.nl**

This document is a concept for a later-to-be-implemented e-learning based on the international Inclusion4All research results and training development. The reasoning and substantiation of the statements and practice scenario's presented in this document can be found in the other Inclusion4All publications, particularly the (inter)national reports.

Start screen

This concept is a product of the Inclusion4All: Trans, Intersex, and Non-Binary People At Work project, co-financed by the European Commission under the Rights, Equality and Citizenship Programme. This training toolkit is meant for international use and has been produced with knowledge and insights gathered by the European Inclusion4All consortium partners from the Netherlands (TNN), Hungary (Háttér), Spain (SURT Foundation), Croatia (Zagreb Pride), and Italy (University of Brescia).

Inclusive organisations are shown to promote better business and individual performance, healthier work environments, and better reflect the world we live in through the people that work there. However, trans, intersex, and non-binary employees (from now on referred to as 'TINb') continue to disproportionately experience workplace discrimination, including in the field of recruitment. The recent Inclusion4All research, funded by the European Commission, further establishes that this is true in many of the European Union's member states. This e-learning is intended for both HR professionals and employers and aims to provide practical assistance to help build trans, intersex, and non-binary inclusive workplaces, including model policies that help deal with and eliminate discrimination, as well as best practices to disseminate knowledge on the lives and workplace experiences of trans, intersex and non-binary people in general.

This e-learning consists of four modules, all of which a digital trainer will guide you through:[1]

1) 'Fact or fiction', where we discuss several statements about transgender, intersex, and non-binary people in the workplace and ask the trainee to identify which statements are true and which ones are untrue.
2) 'How to be prepared', where we discuss how to best support employees who express the desire to transition and how to set up a transition guideline.
3) 'How to tackle discrimination', where we discuss how to most effectively prevent workplace discrimination against transgender, intersex, and non-binary employees and how to support these employees if it *does* happen.
4) 'How to create inclusive spaces', where we discuss how to create an environment of inclusivity and trust in your organisation in regards to the inclusion of gender-diverse employees.

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[1] For our digital trainer, we use an image from "*The Gender Spectrum Collection*".
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Introduction

Hello, my name is Chris (he/him) and I'll be guiding you through this digital training. The training will generally take about an hour to complete. At the end of it, you'll have learned the following things:

Learning Objectives.

- Recognize how to affirm transgender, intersex, and non-binary employees through utilising gender-inclusive language in everyday conversations, documentation, policies, and procedures.

- Recognize how to affirm transgender and non-binary employees through using their correct names and pronouns in everyday conversations, documentation, and transitional periods.

- Learn how to protect transgender, intersex, and non-binary employees in non-discrimination policies.

- Recognize how to be inclusive of prospective employees who are transgender, intersex, and non-binary in recruitment initiatives.

- Identify steps to support a transitioning employee before, during, and after this process, as well as their colleagues and managers.

In this training, we may use some terminology that you are not yet familiar with. I've made a list of these terms below. If you don't already know all of them, I'd advise that you make sure you understand them before delving further into this training.

Sexual orientation: whether a person is sexually or romantically attracted to persons of the same gender, to persons of a different gender, or persons of any gender.

Gender identity: refers to each person's deeply felt internal and individual experience of gender, which may or may not correspond with the sex that person was assigned at birth.

Gender expression: refers to a person's outward presentation of their gender identity (e.g. behaviour, mannerisms, dress). Gender expression may or may not be in line with a person's gender identity. Gender expression also includes a person's choice of pronouns.

Sex characteristics: a person's physical traits, indicative of their biological sex; they include primary sex characteristics (chromosomes, gonads, sex hormones, genitalia) and secondary sex characteristics (breasts, body hair, body form, etc.).

The gender binary: refers to the 'traditional' classification of gender as consisting only of masculine and feminine, whether by social system or cultural belief. Most cultures use a gender binary, recognising two genders (men/women). However, this is often a glaring oversimplification of both gender and biological diversity as it often ignores the existence of intersex and non-binary people.

Intersex: a variation on the (reductive) norms that determine whether someone is from the male or female sex. People with an intersex status do not fit these norms, since their sex characteristics (chromosomes, genitalia, sex hormones, etc) differ from the binary norm. However, being intersex does not necessarily mean that you do not identify as 'man' or 'woman'.

Transgender/trans: is an umbrella term referring to people whose gender identity and/or gender expression differs from the sex they were assigned at birth.

Cisgender: a term referring to people whose gender identity corresponds with the sex they were assigned at birth.

Non-binary: an umbrella term for all who don't identify as (just) female or male. Though there are many kinds of non-binary identities, some people identify as "non-binary" only.

Transition: the process of changing one's gender expression or sex characteristics to be in accordance with one's gender identity. This may or may not include medical interventions such as hormone replacement therapy or surgery. Each transition is different; just as people are.

Outed: to reveal the sexual orientation, gender identity, or intersex status of another person (without their consent).

LGBTI+: lesbian, gay, bisexual, transgender, and intersex, an acronym to refer to sexual and gender minorities in general.

Transition leave: a transition leave is granted to people who are absent during (parts of) their transition. Due to medical appointments, psychological support, or personal reasons, people can be temporarily absent. To make sure that they have access to time off without the unnecessary use of sick leave (since they are in fact not sick), special leave can cover their absence.

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Module 1: Fact or fiction

> *One hurdle for transgender, intersex, and non-binary people in the job market is that there is a real lack of knowledge about their existence and what they deal with in the workplace. So, to start off, let's try and identify which of the following statements are true and which ones aren't.*

1. At least 4% of people do not fully identify with the gender they have been assigned at birth.

2. At least 1,7% of people are born with an intersex condition, about as many as people with red hair.

3. Today, there are about 30 intersex conditions that have been identified.

4. At least a quarter of transgender people has felt trapped in a job that they wanted to leave.

5. At least a quarter of transgender and non-binary people face discrimination in recruitment.

6. One in ten of transgender and non-binary people face sexual harassment or assault in the workplace.

7. One in ten transgender women have been physically assaulted in the workplace.

8. One in three non-binary employees feel that it is necessary to hide their gender identity at work.

9. More than half of discrimination cases against transgender, intersex, and non-binary employees are never reported.

10. Transgender, intersex, and non-binary people are significantly more likely to be unemployed or overqualified for the job they have.

Module 2: How to be prepared

Undergoing gender transition is often a new experience for everyone and it can be stressful. To properly support employees who express the intent to transition, some preparation from HR is needed, which we will practice in this module.
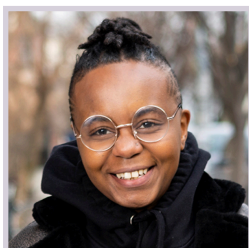
A best practice would be to develop a general transition guideline for future use in case an employee wants to transition. Having this guideline will also help to create a norm that transitioning is something that's possible in your organisation and that it's not an impossible hill to climb.

When writing such a guideline, it's important to find a balance between being prepared and being able to modify the guideline to the individual needs of your employee. Every person is different, and therefore every transition is unique. Not all people will follow the same steps, and not all employees will want to follow the same steps. Therefore, flexibility is key. When constructing a guideline, consider the following questions and steps:

- Who will be supporting and guiding the transition process of the employee?
- What documents have names and gender markers that need to be changed?
- How can email addresses and other communication channels be changed to the employee's correct name?
- What obstacles do you expect to encounter, and how can you tackle them?
- How can you make clear that your transition guideline is flexible, and that these steps can be changed if desired?
- How can you ensure that every employee knows that transitioning is an option in your organisation and that a guideline exists?
- How will colleagues be informed about the transition, and will this be done by the employee and/or by a supporter?

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Say that you have finished creating this transition guideline and that soon after, an employee feels safe enough to come to you to express that they want to transition. To best support the person in question, consider doing the following things:

- Gather knowledge of what being trans and/or non-binary entails. Do not rely on your employee to inform you about these things (but be open to their views).

- Be aware that not all people transition to a binary gender (man/woman), and make sure that your organisation is welcoming to non-binary individuals.

- Create a timeline, which includes document changes, informing colleagues, and possible time-off.

- Use the correct names and pronouns for your employee, i.e. the name and pronoun that they wish to use. If you are unsure, you can always ask them which those are.

- Centre your employee, and follow their wants and needs in this process.

- Take on the responsibility of dealing with unwanted behaviours, bullying, and/or insensitive comments. Additionally, it should not be the responsibility of the transitioning employee to address colleagues' or clients' concerns regarding their transition.

During a transition, it is important to protect the privacy and safety of your employee. Regardless of how an employer learns an individual is transgender, confidentiality must be maintained at all times. During the transition period, the employee should be the person who decides who can know about their transition. In order to protect your employee, be sure to:

- Treat an employee's former name and transgender identity as strictly confidential. This information should only be shared if the employee gives their permission.

- Make it clear that your conversation will be held in confidence and make note of those things for which you may wish to seek outside guidance.

- Inform your employee that they are not required to disclose medical information to the organisation. Do not ask your employee for medical details either.

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Some people who transition will also undergo a medical transition. This can include medical procedures, or meetings with psychologists. Trans people may have a higher absence at work because of their transition. Therefore, it is important to create a safety net for them, so their absence doesn't cause any problems.

Although medical appointments concerning transitioning are covered under sick leave, this is not the most ideal way to deal with absence. Placing absence due to transitioning as 'sick leave' has negative consequences, such as:

- Creating a situation where the sick leave of these employees is unnecessarily high, even though they are not sick.
- Considering transitioning as an illness can have a stigmatising effect on transgender people since transitioning is about gender identity, not disease.

If possible, employees should be able to use a special leave for their needed time off, which does not reflect badly on their record. Due to the nature of this leave, it is important to protect privacy here as well. When an employee lets you know that they will be absent due to their transition, consider:

- Medical assessments and treatments such as therapy appointments, surgical procedures, hair removal, or speech therapy should be included in the leave for employees. These procedures should be considered as necessary care, not elective.
- Realise that not all people wish to medically transition and that every person's process is different.

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Let's conclude this module by practicing with a scenario that could happen in your position as an HR professional. After reading through the scenario, I'll present you some multiple-choice questions.

Scenario: One day, your employee John walks into your (HR) office. While John is a good employee and very technically skilled, she says she is making some important life changes and wants to be assured that your workplace will be inclusive and safe for her. John tells you she's been working with a therapist and has been diagnosed with gender dysphoria. She informs you that she intends to transition, will be using the name Edie from now on, and would like your support.

What will you say to Edie?

A.   Thank you for sharing. I will send an email to all employees to update them about your transition.

B.   It is okay that you want to transition! However, it might be best to quit and reapply until you have finished your transition.

C.   Thank you for telling me! What medical steps do you want to take and when?

D.   Thank you for sharing. How do you want to proceed? I will search for what guidelines we have for transitioning employees, and come back to you!

What is your knowledge and understanding of the term gender dysphoria?

A.   Gender dysphoria is the term used when someone is born with sex characteristics from more than one sex.

B.   Gender dysphoria is the term that describes the mismatch that a person can feel between the aspects of their body, such as sex characteristics, and their gender identity.

C.   Gender dysphoria is the fear of someone's gender.

D.   Gender dysphoria is the medical term used to describe the period in which a person has their gender transition.

What will you say to Edie's manager and colleagues?

A.   John is transgendered and has decided to undergo transformation. He will appreciate it if you call him Edie from now on.

B.   John is going to leave us soon because he is transgender. Maybe after his transition, he can return.

C.   Edie, who you know as John, has transitioned and uses she/her now. Although she has said that you can ask her anything, it is important to be respectful and conscious of her privacy.

D.   John has changed her name to Edie, and will from now on use she/her pronouns. Transitioning can be a difficult time, so she has our full support.

Before diving into the next module, here are some do's and don'ts for situations similar to the scenario we just practiced:

Do's

- From the outset, make it clear that you want to proactively work with the employee to provide support.

- Inform them about your transition guideline, and what rights and responsibilities she has.

- Inform other team members if the employee wants you to do so, and make sure they are treated in a respectful and professional way by colleagues.

- Ask the employee what pronouns they use and use those pronouns going forward — acknowledge that team members may make innocent mistakes at first, and gently remind them by setting an example.

- If other team members repeatedly use incorrect pronouns or the employee's former name, pull them aside to have a conversation in which you clearly state that disrespect towards colleagues will not be tolerated, including misgendering and misnaming.

- Update the employee's personnel records, email addresses, and business cards as soon as possible to reflect and reinforce the change.

- Make sure that the employee's conversations with you are confidential.

Don'ts

- Don't ask the employee about any medical treatments she may be considering. As with any employee, demanding access to private information with questions about their genitals and other medical matters, including physical changes like breast augmentation or facial hair growth, is invasive and could violate legal guidelines on harassment.

- Don't ask the employee to educate you on TINb issues. It is your responsibility to learn the relevant issues.

- Don't disclose any personal information to others if they do not want this to happen.

Module 3: How to tackle discrimination

Transgender, intersex, and non-binary people are too often victims of discrimination, including at work. It's therefore important to proactively tackle discrimination here too. However, just stating that 'everyone can be themselves' is not enough.
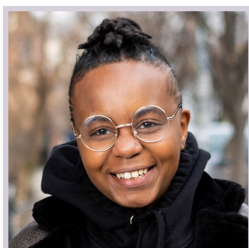
Most organisations already have anti-discrimination protocols. Unfortunately, these rarely explicitly include TINb people. Making these protocols inclusive towards these employees is a vital step in your efforts to stop discrimination. One of the practical ways to improve existing protocols is by specifically mentioning these groups in your anti-discrimination policy. In order to successfully stop discrimination, consider:

- What protocols are already in place, and do they explicitly include transgender, intersex, and non-binary people as a protected group?
- Gossiping and joking about people should be seen as harassment, and therefore be included in anti-discrimination policies.
- Misgendering (referring to someone by incorrect pronouns) and name-calling of TINb people should be included in anti-discrimination policies. Expressing transphobic and intersexphobic statements should similarly be unacceptable.
- How to make all employees aware of the anti-discrimination policies.

Additional steps to take to prevent discrimination in the workplace might include:

- Include in your policies and documentation that the bullying, harassing or discriminating transgender, intersex, and non-binary employees will not be accepted.

- Include gender identity, intersex status, and gender expression as aspects that cannot be discriminated against.
- Include sex characteristics in non-discrimination policies that discuss discrimination based on sex.
- The support of managers and other leading staff is crucial to implementing your inclusive plans. Communicate to managers the nature and importance of issues that affect LGBTQI+ employees.
- Create the position of diversity and inclusion officer. This paid position should be tasked with making the workspace as inclusive as possible.

Discrimination against transgender, intersex, and non-binary people in the job market doesn't only occur in the workplace once someone has been hired. Another pervasive form of work-based discrimination is discrimination in recruitment. When making your hiring policies inclusive, consider:

- Including non-discrimination statements in job listings, which mention gender identity, intersex status, and gender expression.
- Showing applicants on the vacancies site your efforts towards equality and diversity and include anti-discrimination policies.
- Noting if people in charge of hiring have (internalised) gender-based prejudices, roles, and stereotypes. Training can help people to be aware of these prejudices, and how they can overcome them.

Finally, people who do not work in HR or management positions should also be aware of the fact that their employer has protocols to prevent discrimination and harassment. They should know what these protocols consist of, and where they can find them. This way, not only are all employees aware of the boundaries and support they can expect at their work, but you also create a norm that they work in an inclusive space.

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Let's once again conclude this module by practicing with a scenario that could happen in your position as an HR professional. After reading through the scenario, I'll present you some multiple-choice questions.

Scenario: Mike, a manager, hears from someone on his team that there was "something funny" about Ilse. Mike calls Ilse into his office and demands to know what this is about. Ilse tells Mike that she is intersex. He then demanded that Ilse stand in front of all the staff at a team meeting the next morning to explain what an intersex person is.

> *What will you say to Ilse?*

A. This is unacceptable. Your manager should protect your privacy and has no right to force you to discuss your medical records with your colleagues. I will speak to Mike on your behalf, and tell him that this is not how we are supposed to respond to discrimination.

B. Why did you not inform us earlier that you are intersex? That way we could have prevented Mike from asking you to share this information.

C. I am sorry to hear that your colleagues are spreading rumours about you. Sharing your status might help to squash them, but it was not okay of Mike to ask you to do this. As a manager, Mike himself should share this information.

D. I am sorry to hear that your colleagues are spreading rumours about you. We have stated clearly in our code of conduct that we will not accept bullying in the workplace. I will start a case against your colleagues and manager.

> *What will you say to Mike?*

A. It is unacceptable that you have issued Ilse to publicly discuss her intersex status in this way. This goes against our code of conduct on privacy. You have to apologize to Ilse.

B. It is against our anti-discrimination policy to force people to expose private information about them. Demanding Ilse to share her intersex status is not in line with our policies, you should have supported her and reprimanded her colleagues.

C. It is a good move to ask Ilse to share her true identity with her colleagues. It is important for them to know about Ilse's status, and sharing this with co-workers will stop the rumours.

D. Although I agree that Ilse should have told us sooner about her identity, asking her to inform her colleagues is not our policy. As a manager, this information should be presented by you.

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How will you address the employee who spread the rumour?

A.   Although I understand that this is important information, it was not okay to discuss it without involving Ilse personally.

B.   Thank you for bringing this issue to our attention, for our D&I policy it is important that everyone states their identity publicly.

C.   Discussing Ilse's private information behind her back is not acceptable and violates our code of conduct.

D.   Discussing Ilse's private information behind her back is not acceptable and violates our code of conduct. You will therefore face the consequences as discussed in this policy.

Before diving into the next module, here are some do's and don'ts for situations similar to the scenario we just practiced:

Do's

- Address Mike and indicate that his behaviour is regarded as bullying and will not be tolerated. Furthermore, refer to the organisation's rights to privacy policy.

- Similarly, confront the employee who began this rumour and articulate that their bullying behaviour is not acceptable.

- Oversee an all-staff meeting addressing anti-bullying policies against LGBTQI+ employees.

- Contact an intersex advocacy group or organization (or and LGBTI+ advocacy group with intersex-specific experience) to explore the options for specific training, the development of intersex-specific support within your organisation, or networks that Ilse might benefit from.

- Examine in what way intersex employees are explicitly or implicitly protected within your organization from invasive questions into their medical history and about their body.

Don'ts

- Don't expose Ilse's intersex status to anyone unless Ilse gives you permission to do so.

- Further probe into Ilse's status in an attempt to provide support in the future. Simply make Ilse aware of existing resources for support, if any, or be preemptive in establishing such options.

Module 4: How to create inclusive spaces

Creating spaces that bolster inclusivity is as much an important part of creating a diverse and welcoming organisation as anti-discrimination policy. After all, we want every employee to feel welcome and safe within your organisation.

There are many ways that taking a critical look at these spaces may benefit TINb people and the work they do, for example through inclusive facilities (such as bathrooms), reviewing dress codes, implementing inclusive language organisation-wide, and making your stance on TINb inclusion visible and known.

Let's start off with bathrooms. Trans, intersex, and non-binary people should have access to the same restrooms as other employees. This also applies to people who are transitioning. These employees should only use a separate restroom if they wish to do so. Inclusive facilities can be created by inclusive signage and minor changes to the design.
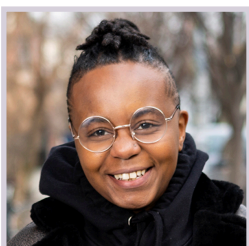
Employees who identify as a binary (man or woman) gender should have access to the facilities that fit that gender. However, it would be best to create gender-inclusive facilities that people of all genders can use. This way, people who are transitioning and people who identify outside of the gender binary can use restrooms that correspond with their identity. Another positive consequence would be that the usual long lines for female restrooms would be shorter since they would have access to more toilets. In deciding the use of your bathroom facilities, consider:

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- That each restroom needs to have the same quality, facilities, and care.
- Changing a disabled toilet to an inclusive restroom is not sufficient. Not only are TINb people not disabled, but this also takes away a disabled-only stall.
- Although a TINb employee may prefer to use a separate gender-neutral facility, they should never be required to use one.
- How to deal with possible discomfort from colleagues. If a cisgender employee expresses discomfort about sharing a gendered facility with another colleague, the cisgender employee should be offered the use of a separate gender-neutral facility. Thus, co-workers uncomfortable with a transgender employee's use of the same restroom or locker room should be advised to use separate facilities rather than ask the transgender employee to use a separate facility. This should be included in facility policies and guidelines.
- Only adding one inclusive restroom to the building is not enough; people should not have to search for a restroom.

Other steps to consider when making your bathroom facilities inclusive might include:

- If your organisation uses single-stall restrooms or locker rooms, these can easily be converted to all-gender facilities by only changing the signage.
- Utilise signage that doesn't reinforce gender binaries, such as an image of a toilet instead of gendered pictograms.
- Urinals should be separated from the other toilets in the restroom so that people who use urinals can use them privately, and colleagues won't feel uncomfortable in their presence.
- One way to increase privacy for restroom users is by building the sink and mirrors in the bathroom stall.
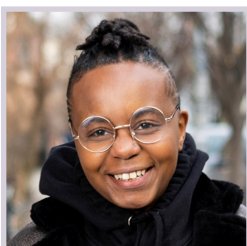
The implementation of inclusive language matters greatly to the comfort and, potentially, the safety felt by TINb employees in your company. Gendered language is a pervasive custom in many aspects of daily life, as well as many corporate environments.

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However, unnecessarily gendered language may cause dis-comfort or, in the long term, even harm to TINb people in your organisation if it is wrongly applied. Luckily, most gendered language can be easily avoided both in written text and daily usage. Consider, for example:

- Replacing gendered language with gender-inclusive language wherever possible in everyday conversation. For example, Avoiding saying such phrases as "Ladies and Gentlemen" or "You guys". Instead, use a gender-neutral greeting, such as "friends, people, folks, you all, everyone."
- Examining and updating existing documents, policies, and procedures to remove gender-specific language or include options beyond male and female. If your current documents do not provide options for listing gender identities outside of male and female, migrate to platforms and offerings that do. If collecting data on prefixes and titles in HR documentation, include gender-neutral options, such as Mx. (pronounced miks or muks).

The correct usage of employees' pronouns by everyone is also an important part of making people feel welcome and safe within your organisation, as well as an important part in respecting them. A common gender-neutral pronoun is 'they/them'. Correctly using they/them pronouns works as follows:

'She's working on the quarterly report' – becomes – 'They're working on the quarterly report'

'His input has been great lately' – becomes – 'Their input has been great lately'

This structure can be generally applied to pronouns. The first pronoun listed (for example 'she' in 'she/her') refers to the subject pronoun, while the second (for example 'her' in 'she/her') refers to the possessive pronoun. Some people may use pronouns other than ones that you are aware of. The important thing is to respect these, as they reflect on the identity of the employee.

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Using inclusive language also means respecting people's gender identities when they do not exactly look/sound like what we would assume for someone of that gender. Each TINb person may differ in how they identify, as well as what means or desire they have to present according to others' expectations. This does not make them less the gender they identify as. To ensure a respectful culture around pronouns in your organisation, consider:

- Including pronouns in email signatures and when introducing new employees, as well as incentivising this organisation-wide. Invite new hires to voluntarily list pronouns on onboarding documentation and name tags.

- Simply asking someone what their pronouns are if you are unsure. If you fear this may cause discomfort, ask privately.

- Do not assume people's pronouns based on how they express themselves. Someone's gender identity and gender expression do not need to overlap.

- Being open and willing to be corrected should you make a mistake when addressing someone. Apologise briefly and correct yourself when using the wrong pronoun. Moreover, ensure that you do not make a big deal out of the mistake.
    - Equally important, be ready to correct other employees within the organisation when they incorrectly use someone's pronouns. This is most effective when done immediately after the incorrect usage of someone's pronouns. For example, simply repeat the sentence, but with the correct usage of pronouns.

- Not referring to a person's prior-used pronouns or old name (also known as 'deadname') when talking about them in the past. If it is necessary to discuss the past of an employee who transitioned or changed their name/pronouns, simply refer to them as you would in the present.

To conclude this training, let's wrap up this last module by practicing with a scenario that could happen in your position as an HR professional. After reading through the scenario, I'll present you some multiple-choice questions.

Scenario: Eva, a cisgender female employee is upset that Michelle, another female employee who is a trans woman, regularly uses the women's restroom next to her office. Eva feels that because Michelle has not 'completely transitioned', she should not be treated as female and not be allowed to use the women's bathroom. She complains to you as head of the department about being made uncomfortable by "that man in the bathroom." How do you address this situation?

> *What will you say to Eva?*

A. I understand your worries. Perhaps we can ask Michelle to use the restroom for people with disabilities, so that you feel more comfortable.

B. Seeing as both you and Michelle are women, why do you feel uncomfortable with using the same restroom as Michelle? What exactly troubles you?

C. I would like for you to discuss your feelings with Michelle directly. Shall I schedule a meeting?

D. Considering that Michelle has the same right to use the women's restroom as you, would you like to use a different restroom for yourself?

> *What will you say to Michelle?*

A. Eva has complained that you should not use the women's restroom, since your trans identity makes her uncomfortable. Can you please talk to Eva, so that you understand her issues?

B. Following our anti-discrimination protocol, all employees have the right to use the restroom that suits their gender identity. Therefore, you can continue to use the women's restroom, and we will offer the gender-neutral restroom to Eva.

C. We heard that Eva misgendered you and used discriminatory statements about you. This goes against our code of conduct. We will therefore start a case against her.

D. Considering that Eva feels uncomfortable about your identity, can you please inform her about the medical procedures that you have undergone? This could put her more at ease.

> *What bathrooms will you let Eva and Michelle use?*

A. Eva the women's restroom, Michelle the handicapped restroom.

B. Eva the women's restroom, and Michelle the women's restroom as well.

C. Eva the handicapped restroom, and Michelle the women's restroom.

D. Eva the genderneutral restroom, and Michelle the women's restroom.

Here are some final do's and don'ts for situations similar to the scenario we just practiced:

Do's

- Specifically inquire about the intricacies of what Eva is upset about. Furthermore, if relevant, ask Eva why she was looking at Michelle's private information and refer her to your rights to privacy policy.

- Hold a trans sensitivity training among all staff members.

- Remember that it is not appropriate to ask TINb people to use disabled or any other particular bathroom/changing facilities.

- Remember that it is your responsibility as an HR professional to protect your employees from discrimination. This includes the denial of access to the restroom.

Don'ts

- Don't treat this as an isolated incident. Prepare for the potentiality that other employees agree with Eva's grievance.

  - That does not mean, however, that the comfort of those employees should trump the rights of your TINb employees. They are likely at least as uncomfortable with the situation.

- Don't make this a discussion about legal gender markers or when someone has 'completely transitioned'. Instead, set a norm that every person is to be respected in their gender identity, independent of the status of their transition.

  - Additionally, be aware that many trans women opt to not undergo surgery for either medical, personal, financial, or trauma-related reasons. Such a decision is highly personal.

- Don't give Michelle the responsibility to educate her colleagues. Instead, use your own responsibility as an HR professional to tackle this situation.

- Don't assign the gender-neutral restroom to Michelle. Always allow her to use women's restrooms, if available.

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And that concludes our session. Thank you for following this training! I hope you have learned a lot and that you feel more prepared in supporting future transgender, intersex and/or non-binary employees. Have a nice day!

APPENDIX

Answer sheets.

Module 1: Fact or fiction

1. True
2. True
3. Untrue — Over 150 intersex conditions have been identified today
4. True
5. True
6. Untrue — Inclusion4All research shows that about a quarter of transgender and non-binary employees have previously faced sexual harassment and/or assault at the workplace.
7. True
8. Untrue — Inclusion4All research shows that early 90% of non-binary employees have felt it necessary to hide their identity at work.
9. True
10. True

Module 2: How to be prepared

What will you say to Edie?

Only D is correct.

What is your knowledge and understanding of the term gender dysphoria?

Only B is correct.

What will you say to Edie's manager and colleagues?

Both C and D are correct.

Module 3: How to tackle discrimination

What will you say to Ilse?

Both A and D are correct.

What will you say to Mike?

Both A and B are correct.

How will you address the employee who spread the rumour?

Only D is correct.

Module 4: How to tackle discrimination

What will you say to Eva?

Both B and D are correct.

What will you say to Michelle?

Both B and C are correct.

What bathroom will you let Eva and Michelle use?

Both B and D are correct.

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