SUPPORTING TRANSGENDER INCLUSION IN THE WORKPLACE

Guidelines for Employers and Employees
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Copies of this report are available for download from the TENI website: www.teni.ie

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INTRODUCTION

Transgender and gender variant people are active members of Irish society and play an important role in companies and organisations across the country. An estimated 1% of the population will experience some form of gender variance. In an Irish context, this means roughly 45,000 people. Unfortunately, the workplace can sometimes be a challenging place to be trans. Some individuals feel that they have to hide their gender identity or trans history to enter or retain employment, and sometimes even to ensure their personal safety.

A lack of awareness and understanding about gender identity and the specific issues trans people face in the workplace can lead to employers failing to support trans staff effectively.

Employers can take positive steps towards creating an inclusive work environment where trans employees can fulfil their potential. This guide aims to provide some understanding and insight about how to develop the best business practice for your workplace to retain, support and recruit trans employees.

This resource is for anyone in an organisation who wants to be more informed about trans issues. It includes a glossary of trans terminology, information about transition, guidelines on recruitment and steps for creating a positive and inclusive workplace culture. People who will find this resource useful will include employers and managers, human resource personnel and staff representatives, transgender employees, colleagues and clients.

All quotes contained within this guide are from respondents to the TENI Employment Experiences Survey 2017.

ACKNOWLEDGEMENTS

This resource was made possible through the generous support and funding of the Irish Human Rights and Equality Commission (IHREC).

Transgender Equality Network Ireland (TENI) would like to thank everyone who participated in the TENI Employment Experiences Survey 2017. 191 people completed the online survey and we are grateful for the time they took to answer the questionnaire and share their experiences.

We would also like to thank Sara R Phillips, Alex Lawson and Jack O’Sullivan, for their insight and guidance. We extend our gratitude to all TENI staff and Board and to Gordon Grehan, TENI Operations Manager, who led this project.

TENI’S WORK

Who we are

Transgender Equality Network Ireland (TENI) seeks to improve conditions and advance the rights and equality of trans people and their families.

Despite significant progress in the past years, Ireland remains a place where it is difficult for trans people to lead safe, healthy and integrated lives. TENI is dedicated to ending transphobia, including stigma, discrimination and inequality.

What we do

TENI engages in activities that promote the equality and well-being of trans people in Ireland. We work in the areas of support, health and wellbeing, education, employment, awareness raising, advocacy and training.

Support

We know that support is critical to promoting positive mental health and it is the first step towards empowerment. We are often contacted by people who are questioning their gender identity or in need of support on their life journey. Increasingly, we are being contacted by family members who are looking for support when their child comes out as trans or begins a transition. We provide information and signposting to support related services e.g. counselling and health services. We also work closely with trans peer support groups across the country to deliver community support.

Employment

TENI supports employers to create a respectful and inclusive workplace environment for trans employees through the delivery of training and education programmes. We work with employers to help develop trans inclusive policies and promote respectful workplaces.

Health and wellbeing

Access to healthcare is a crucial issue for trans people and their families. We know that it is vital that health services are holistic and respectful to diverse identities. TENI works closely with the health services delivering training to healthcare professionals and promoting mental health in the community with our TRANSforming Lives Campaign and Heads Up workshops.

Education

TENI works in educational settings to promote
awareness and visibility of trans issues. We work on policy development and deliver training to ensure that schools and colleges are safe and supportive environments for trans and gender non-conforming young people.

Advocacy and awareness raising
TENI strives to achieve full rights and equality for trans people and their families through advocacy and awareness raising. We work to promote the inclusion and integration of trans people in Irish society. Education is key to positive change. TENI engages in a variety of activities that demonstrably increase awareness, understanding and respect of trans issues across key sectors of Irish society. We produce detailed materials and resources to increase awareness of trans issues, inform policy makers and promote inclusion and equality.

Training
TENI’s experienced and dedicated staff deliver training to a range of stakeholders in a variety of settings. We provide training and support to first- and second-level schools, third-level colleges and universities. We provide training to HSE services, support services, and community organisations.

We also provide training to employers and employees in workplace settings, professional education bodies and employer/employee representative bodies, e.g. unions, associations.

ABOUT THIS PROJECT
TENI was awarded a project implementation grant under the Human Rights and Equality Grant Scheme 2016 to conduct research and develop a training programme focusing on trans inclusion in the workplace. These good practice guidelines have been developed as part of this project.

Funding for the project was awarded by the Irish Human Rights and Equality Commission (IHREC), Ireland’s national human rights and equality institution. IHREC was established in 2014 to promote and protect human rights and equality in Ireland and build a culture of respect for human rights, equality and intercultural understanding.

TERMINOLOGY
A Note on Language
Gender variance refers to all variation from expected gender norms. This term acknowledges that many people experience their gender in a way that does not fall within society’s expectations of being a man or woman.

- **Sex** is the designation of a person at birth as male or female usually based on their anatomy or biology.
- **Gender identity** refers to a person’s deeply felt identification as male, female or another gender.
- **Gender expression** is the external manifestation of a person’s gender. Each of us expresses our gender every day – by the way we style our hair, select our clothing, even in the way we stand or speak.
- **Transgender** is an adjective which describes an individual whose gender identity and/or gender expression is different from the sex they were assigned at birth.
- **Cisgender** is an adjective which describes a person who is not trans, i.e. a person whose gender identity and gender expression is aligned with the sex they were assigned at birth.
- **Trans man** refers to a person who was assigned male at birth but lives as a man or identifies as male. Some trans men make physical changes through hormones or surgery; others do not.
- **Trans woman** refers to a person who was assigned female at birth but lives as a woman or identifies as female. Some trans women make physical changes through hormones or surgery; others do not.
- **Non-binary** is an umbrella term for gender identities that fall outside the gender binary of male or female. This includes individuals, whose gender identity is neither exclusively male nor female, a combination of male and female or between or beyond genders.
- **Transition** is the process through which some trans people begin to outwardly live as the gender with which they identify, rather than the one assigned at birth. Transition might include social, physical or legal changes.
- **Pronouns** indicate the gender of a person being referred to. Trans people may indicate a preferred pronoun for use in referring to their gender e.g. a trans man may use he/him and a trans woman may use she/her. Some people, including those who identify as non-binary may prefer the use of third party pronouns such as they/them.

IT’S LESS THAT ANYTHING SPECIFIC HAS HAPPENED AND MORE JUST TERROR AT APPLYING. I’VE DONE SO MANY TRIALS IN PLACES WHERE MANAGEMENT AND STAFF DIDN’T ASK ANY QUESTIONS ABOUT PRONOUNS OR ANYTHING AND BEING MIS-GENDERED IN WORK FEELS SO AWFUL... AT THE MOMENT I AM ONLY APPLYING FOR PLACES WHICH FRIENDS HAVE RECOMMENDED TO ME AS BEING PARTICULARLY OPEN AND LIKELY TO RESPECT MY TRANS STATUS. BUT THOSE ARE FEW AND FAR BETWEEN.
TENI Employment Experiences Survey 2017

We know trans people face high levels of discrimination, inequality and human rights violations in the workplace. This is compounded by the lack of awareness and understanding of trans employees, and the lack of best practice resources and training for employers. In 2017, TENI conducted a survey to gather the experiences of trans people in employment - the TENI Employment Experiences Survey 2017. Here’s some of what we learned.

Employment

IT IS DIFFICULT TO HAVE TO EXPLAIN YOUR IDENTITY AT EVERY INTERVIEW. TO EVERYONE YOU HAND A CV TO. PEOPLE LOOK AT ME WHEN APPLYING FOR JOBS AND SEE SOMEONE TOO COMPLICATED TO EMPLOY.

Income

51% of trans people surveyed had an annual income of less than €15,000 (N=183). This is significantly lower than the majority population. According to the Central Statistics Office (CSO) the average wage in Ireland is €45,075 for someone working full-time and €16,332 for those on part-time hours.1

Transphobia in the Workplace

I’VE NEARLY QUIT THIS JOB OVER THE COMMENTS/ JOKES THAT HAVE BEEN MADE IN WORK ABOUT TRANS PEOPLE. EVEN THOUGH THEY WEREN’T AIMED AT ME SPECIFICALLY.

55% of respondents indicated that they had experienced or witnessed transphobic bullying in the workplace – 25% from managers, 20% from colleagues and 32% from customers. (N=134)

Almost half of all trans employees in Ireland are not out at trans work.

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Employment

Of those surveyed, 24% indicated that they stayed in a job they’d prefer to leave and 14% worked in a job for which they were overqualified to avoid discrimination at work. (N=134). A quarter (34) of those surveyed didn’t use old references for fear that doing so would out them as trans. (N=134)

Almost half of all trans employees in Ireland are not out at trans work.

Gender identity at work

45% of respondents to the survey believed they had to stay in the closet about their gender identity/ trans status to avoid transphobic discrimination at work. (N=134)

One in four trans people in Ireland are unemployed and actively seeking work.

33% of those surveyed experienced transphobic jokes or comments at their workplace when they weren’t known to be trans and 28% experienced the same when their colleagues did know they were trans. (N=135)

Over half of the participants (54%) thought about skipping or actually skipped work because of negative treatment due to being trans. (N=137)

More than half of all trans employees have considered avoiding or have avoided work, because of discrimination as a result of their being trans.

30% of respondents were verbally harassed at their workplace because they are trans and 9% experienced unwanted sexual contact. (N=135)

Lack of support

10% of respondents reported that they had been told to present in the wrong gender to keep their job or were not permitted to use the bathroom corresponding to their gender at work. (N=135)

39% of those surveyed didn’t ask others at their workplace to refer to them in the proper way to avoid trans discrimination at work and 37% delayed their transition (social, medical or legal). (N=134)

More than a third of trans employees delayed their transition due to lack of support at work.

To avoid trans discrimination at work

I asked for a transfer to a different position/department at my job
8.2 PER CENT
24.4 PER CENT

I needed to use a different bathroom

I don’t have a job for which I am over-qualified
14.1 PER CENT
44.4 PER CENT

I told the company and would be ‘a learning process’ for the management

I had to be in the closet about my gender identity/trans status
37.0 PER CENT
19.3 PER CENT

I did not ask my employer to use the pronouns I prefer (such as he, she or they)
22.2 PER CENT
38.5 PER CENT

I did not use references from the past which would out me

I didn’t use old references from the past which would out me

None of the above

TRANSMEMBERS AND IRISH LAW

Gender Recognition

Gender recognition legislation provides a process enabling trans people to achieve full legal recognition of their gender and allows for the acquisition of a new birth certificate that reflects this change.

The Gender Recognition Act allows all individuals over the age of 18 to self-declare their own gender identity. Young people aged 16-17 can also apply to be legally recognised, though the process is more onerous. The Gender Recognition Certificate application form is available on the Department of Social Protection website (http://www.welfare.ie/en/pdf/GRC1.pdf).


The Employment Equality Acts and the Equal Status Acts prevent the discrimination of people in the provision of:

- Employment
- Collective agreements
- Vocational training
- Advertising
- Goods and services – including health, accommodation and education

Discrimination is banned based on nine grounds. They are: gender, marital status, family status, age, race, sexual orientation, disability, membership of the Traveller community and religion.

Trans people are not explicitly protected in this legislation. However, in 2011, a trans woman named Louise Hannon successfully took a case to the Equality Tribunal - Hannon v First Direct Logistics Ltd [DEC S2011-066]. Hannon was constructively dismissed from her workplace when she revealed her gender identity and began transitioning. The decision of the Equality Tribunal in this case was historic, because it represented the first time that the Employment Equality Acts were used to provide protection for trans individuals. This protection relies on an interpretation of the gender ground, because at present the gender ground does not explicitly include trans identities.

CASE STUDY #1

Janet recently came out to her line manager, Steve, as a trans woman. Until now, Janet has been referred to as ‘he/him’, used a different name and has been using the men’s toilet in the office. Janet has decided that she will start presenting as a woman at work soon. She plans to inform her colleagues of her name and pronoun changes and wishes to start to use the correct facilities.

Steve wants to support Janet in her transition as a valuable member of the team, but he feels a sense of responsibility for the other women on the team too and wonders if they’d feel comfortable with Janet using the women’s toilets.

Steve thinks the fairest course of action is to ask the other women if they feel comfortable with Janet using the women’s toilets. He thinks this is the most democratic option.

Are there any problems with Steve’s plan?

This is unfair to Janet. By coming out to her line manager, all she wants is to be treated like any other woman. Women use the women’s toilets. Asking the other women for their opinions here is like putting Janet’s gender on trial, to see if her womanhood ‘really counts’.

How could Steve had made Janet feel more supported and included?

Janet would have preferred if Steve had simply informed the rest of the team at a staff meeting that she will be using the facilities appropriate to her gender. This would be treating her like any other woman. Any objections to Janet using the women’s toilet usually stem from a misunderstanding of what it is to be a trans woman (i.e. fears around having a ‘man’ in the ladies’ restroom). These fears often centre around the assumption that a trans person has a particular set of genitalia. There is no way to tell what genitalia someone has based on their trans status. There is no way to know the status of someone’s genitalia without asking them. Social convention dictates that we do not ask cisgender people what is in their pants, and this applies equally to trans people.

CASE STUDY #2

Annabelle has been working with Charlie for the last two years. Charlie recently changed their name in work and asked that they be referred to with ‘they/them’ pronouns and non-gendered terms (such as ‘person’ rather than ‘man’ or ‘woman’). Charlie identifies as non-binary, neither a man nor a woman. Annabelle is Charlie’s line manager and they both usually get on very well but recently Charlie has been showing up late to work. This lateness has put a strain on Annabelle and Charlie’s relationship.

What could Annabelle do to resolve this situation?

Annabelle decides to ask Charlie why they’ve been late so often. They say they’ve been procrastinating in the mornings because they dread going to work since some of their co-workers are struggling to adjust to their new name and pronouns. Charlie finds this frustrating because they feel as though they are not being heard, understood or respected in their identity.

Now that Annabelle understands why Charlie has been late, she is able to work with them on a solution. She and Charlie both agree to bring this matter up at the staff meeting and Charlie adds their pronouns to their work e-mail signature and their lanyard.

Charlie finds it hard to correct their colleagues’ multiple times in a day and would appreciate support from Annabelle and other supportive colleagues in helping those struggling to use Charlie’s correct name and pronouns.

SUPPORTING TRANS INCLUSION IN THE WORKPLACE - USEFUL GUIDELINES

The following guidelines are aimed at trans employees or job applicants, employers or colleagues. The guidelines cover recruitment, creating a workplace culture, and transition. NB: Each prospective employment situation will be unique, and the information provided here should be used for guidance purposes only. More information replace with on how to access training resources is available from TENI’s website www.teni.ie

GUIDANCE ON RECRUITMENT

For Job Applicants

Some people may out themselves in their CV, cover letter or during an interview. Outing yourself at any stage of your job search is a very personal decision; there is no “right” or “wrong” moment to do so, if you want to. You will need to make a decision that is best for you in this situation based on your own level of comfort and interest in sharing your gender identity with others. It’s always a good idea to research prospective employers to find out what their organisational values are, and whether or not they have any trans friendly policies.

A CV is not a legal document, so it is fine to use your name on the CV, even if you have not legally changed your name.

Your choice of career should be based on finding work in areas that interest you making best use of your skills and experience - that is where you will do your best! Successful trans people are found in almost all walks of life.

For Employers

Attracting Trans Talent

To attract the widest pool of potential employees, it is important that candidates know your values and policies. Developing trans inclusive policies for your workplace can help to ensure candidates see you as an open and inclusive employer. Make

"I RECENTLY CAME OUT AS TRANS IN THE WORKPLACE AND MY COMPANY AND COLLEAGUES HAVE BEEN TOTALLY ACCEPTING, I GOT FLOWERS AND A CARD WHEN I CAME BACK TO WORK IN MY PREFERRED GENDER ROLE."

""
With gender are something we've developed gender and the stereotypes we've all associated bias can play out is the workplace and particularly groups, in many different areas of life. Influencing our judgement of certain people and people – unconscious feelings that play a part in unconscious feelings we have towards other one person or group. In other words, biases are unconscious feelings about any references, education records or CV details that may not reflect their gender identity.

If a candidate discloses after interview that they are trans, a discussion needs to take place about what, if any, action needs to take place. As always, any privacy concerns should be taken seriously and the trans person assured that they will be respected. Any relevant policies, LGBTI+ representatives or relevant signposting should also be relayed.

Supporting Transgender Inclusion in the Workplace
Guidelines for Employers and Employees

GUIDANCE ON CREATING A TRANS INCLUSIVE WORKPLACE CULTURE

Employers that actively promote a culture of dignity and respect are more likely to successfully recruit and retain trans staff. This involves being explicit about inclusion and the behaviour and approaches that go with an inclusive approach. Your values and culture should be supported by clear policy statements and procedures (where appropriate). Make sure your employees understand the business benefits of an inclusive approach.

A diverse workforce will generally be a more comfortable environment for minority staff groups including trans colleagues. Trans employees generally will not want to be the centre of attention; however, sometimes colleagues are happy to be seen as role models in order to give others confidence about coming out at work.

Be aware that LGB (lesbian, gay, bisexual) issues are not necessarily the same as trans issues.

Employment policies should include the term “gender identity.” At a minimum, non-discrimination policies and codes of conduct should include the term “gender identity” to make clear your commitment to a workplace inclusive of trans workers. As best practice, include the phrase “gender identity and/or expression” to ensure non-discrimination both based on trans identity and of gender expression clear.

Non-discrimination policies should be included in employee handbooks and be easily accessible to employees, suppliers, clients and customers. This can be accomplished by prominently including policies on your website and in job announcements. If applicable, make sure to clearly communicate to your customer-facing employees how your non-discrimination policies apply to customers.

GUIDANCE ON TRANSITION

Transition Transition is the process through which some trans people begin to outwardly live as the gender with which they identify, rather than the one assigned at birth.

Transition might include social, physical or legal changes, such as coming out to family, friends and co-workers and/or changing name, pronoun and gender marker on legal documents. It may also involve changing one’s physical appearance, clothes and gender expression.

Transition may involve medical assistance such as hormone treatment or surgery. It is important to note that trans people can transition without any medical intervention at all. Medical assistance is not necessary to transition and some trans people choose not to, or cannot access, any medical process.

When An Employee First Discloses That They Want To Transition

Trans individuals may be full of anxiety and fear at this first meeting, unsure of how their employer will react. These concerns can be alleviated if your workplace has a public and easily accessible transition policy and a corporate culture that promotes diversity and inclusion. TENI provides training to support staff in creating that culture and also empower staff by giving them the language and confidence to talk about trans issues.

Be Supportive! Identity is deeply personal to all of us. How we choose to disclose our identity can be very personal and nuanced. Some may want to simply discuss this with you and take no action; others may want to take a number of steps to transition outwardly in work. Taking an individual approach to managing an employee’s transition is key. It is important to remember that needs and expectations may be very different from person to person.

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1 The Gender Recognition Act 2015 permits transgender people to be recognised in their preferred gender. This includes altering the gender marker on legal documents pertaining to identity, including birth certificates, passports, the public services card and driving licences.

2 For more information on training for employers and staff see www.teni.ie
person and depending on the type of work. A good approach is to develop a personalised action plan for before, during and after the transition period. Put in place review meetings, and revise and develop the plan as appropriate. Any plan should be flexible and not fixed.

Be aware of and discuss levels of confidentiality – a trans person’s feelings surrounding confidentiality may change over time, so make sure to keep up-to-date and check in with them.

First Steps

- Consider setting up a “Transition Team” – which may include HR representatives, an employee’s supervisor, employee representative or a company LGBT+ liaison.
- Make relevant policies available, e.g. transition policy, dignity & respect policy, healthcare entitlements.
- Some stages of transition will require more time than others (e.g. legal changes). Try to realistically quantify the time certain steps will take.
- You may want to inform senior staff (with consent from the employee) before announcing anything formally, so that leaders in the workplace can express support and be informed.
- Take the lead from the transitioning employee on changing gender expression, name and pronouns, as they will have a better idea of all the relevant factors when deciding on a timeline.
- Decide what training, if any, should be given to staff and co-workers.
- Determine what records may need to be updated with new name and gender marker and when these changes can be made.
- Ensure confidentiality and identify records that may contain sensitive information, like a former name.
- Identify any key dates and timelines, and how these fit in with someone’s transition, eg. a new project starting, peak business times, an upcoming promotion.

Records and Systems

It is best practice to identify in advance of an employee’s transition the key systems that will need to be updated with any name or gender marker change, e.g. employee ID, e-mail, medical/insurance records, intranet, etc. Once the systems have been identified, an assessment of how these records can be changed and how much time it will take to enact those changes should be conducted.

Communication with Colleagues

Trans employees and employers will want to ensure effective communication with colleagues regarding transition. How is this going to happen? When? Encourage the trans person to think about what options might work best for them. This could be in person, over internal email, etc. with or without their personal involvement. Communication should reflect your workplace’s attitude of inclusion and respect. You may want to include practical details (name, pronouns) and some basic guidelines on how to support colleagues, and deal with questions which may arise.

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CASE STUDY #1

Brian has just been offered a job with Oisin’s company and Oisin will be his line manager. Oisin is worried that other staff might not treat Brian as the man he is. Oisin calls a meeting before Brian joins the team to let everyone know that he is a man and should be treated as such. He thinks this is the best approach to prevent Brian experiencing any misgendering.

When Brian arrived into work on his first day, Oisin lets him know that he had held this meeting. When Brian realises that Oisin has already briefed the other staff he experiences a lot of mixed feelings. He understands that Oisin was acting in good faith but private information about him was shared with his prospective work colleagues without his consent.

Where was the mistake in this situation?

Brian was not consulted before this information was given to staff. Brian is just starting a new position, and this can be a difficult time irrespective of someone’s identity. Brian now feels that his colleagues may treat him differently as they all know personal information about him. Brian was hoping that he would be able to go into this workplace and that his gender identity would not be a discussion point.

What should Oisin’s approach have been? Communication is key. Brian understands Oisin’s approach but thinks a better approach would have been for Oisin to come to him and ask how he would prefer to deal with the situation. Brian would have preferred to present as male at work and correct anyone on a one-to-one basis if they assumed the incorrect gender. He knows other trans people that would have preferred Oisin to do as he did, but only with prior consent given to share personal information with others.

TRANSITION TIPS! – SUPPORTING TRANS INCLUSION IN THE WORKPLACE

5 Simple Guidelines

Here are some tips on engaging with trans people in a way that is respectful of their gender identity.

1. Respect the person’s wishes around which name and pronoun (he/she/they) they would like you to use. If you are unsure of which pronoun to use, ask the individual respectfully.
2. Some trans people are “out” – open about their gender identity or expression – and others are not. Respect the employee’s choice. Do not share this information without explicit permission.
3. Everyone has the right to privacy. The trans status of an employee is sensitive personal information. Information held in personnel files e.g. employment records, insurance company records, medical information, etc., should be maintained with privacy and in confidence.
4. Allow employees to use facilities (restrooms, change rooms) which match their gender identity.
5. Ensure that organisational policies on equality, harassment or bullying explicitly include trans people

5 Tips on Supporting Someone through Transition

When a person transitions in the workplace it can be a time of change and growth for both the individual and the organisation. A supportive environment is crucial to ensuring that the employee experiences the process as a positive experience.

1. Communication is key. The person needs to be consulted and their wishes respected.
2. Ensure confidentiality and privacy. Personal information should be kept confidential and shared only with consent.
3. Respect the person’s wishes around name and pronouns.
4. Provide support and reassurance.
5. Encourage open discussion and understanding.

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What does the timetable of the transition look like?

1. Open communication and trust is key to supporting a trans person. A joint plan should be developed between employee and manager to assist in the employee’s transition. Schedule regular meetings with the employee throughout their transition to see if other issues, which you or the trans employee may not have foreseen, have arisen.

2. Discuss how the employee would like to be addressed. Make sure you consult with the employee before changing their details on personnel files. This can be a particularly vulnerable moment of their transition and should be treated sensitively.

3. Trans employees may need to schedule time off work for medical treatment. However, medical elements of transitioning are a private matter between doctor and patient. Transitioning employees should not be required to reveal – and employers should not enquire about – specific medical elements of transitioning.

4. Ensure the person has access to appropriate facilities e.g. toilets and changing rooms in the gender in which they identify. It is not appropriate to ask a staff member to use separate facilities, such as disabled toilets. However if transitioning employees ask for access to separate facilities for safety or privacy this should be taken seriously.

5. Highlight the need for all staff to work in a safe place with dignity and respect. Take a leadership role and create a workplace where people feel free to be themselves.

### Transition Action Plan Questions

Here are some questions you might want to consider when drawing up a transition action plan.

**What does the timetable of the transition look like?**

- Who will need to be informed, when, and what level of information should be provided, in order to offer support during the transition process?
- Does the individual wish to inform co-workers themselves, or would they prefer this to be done for them?
- Will the individual require time off for medical treatment and recovery, or flexibility for the duration of the transition?
- If yes, what will be done to ensure that they remain in employment, or can return when they have recovered?
- Are there any professional requirements or attendance requirements that may be affected by the person’s absence for medical treatment?
- Will there be a need to arrange training?
- Who should be trained?
- Who will deliver this training?
- What will the training cover?
- Will the staff member be involved to share their experience and expectations?

### Case Study #2

One of Peter’s employees, Mike, has asked to meet with him to discuss something. When they sit down, Mike comes out to Peter as a trans woman. She says she has taken the name Jennifer and wants to live as her true self in work. Peter wants to support Jennifer in any way he can but he’s not sure where to start.

**Questions Peter might want to ask:***
- What support does Jennifer need right now?
- How does she want to proceed and who needs to be informed right away?

**Things Jennifer may want to know:**
- Any policies the company has in relation to trans people.
- The options available in relation to transitioning at work and the next possible steps.
- Any supports available to trans employees.

**Would she like to take some time to think about how she would like to proceed?**

In September 2017, as part of its Equality, Diversity and Non-Discrimination Strategy, Dublin Bus undertook to develop a Workplace Gender Transition Policy and Guidelines. The company recognised just as there are gay, lesbian and bisexual employees in Dublin Bus, there are also employees who are transgender. The company acknowledged that while the majority of its 3,500 workforce live and work comfortably in the gender corresponding to their sex assigned at birth, this is not the case for all current or prospective employees. It also understood that it may be quite daunting for an employee to approach their manager in the workplace to discuss this issue.

Dublin Bus contacted TENI for information and advice on what should be included in its policy document. TENI supported the company to develop a policy and guidelines for use by managers, employees and the human resources department on how best to provide a workplace environment that is both supportive and welcoming for employees who are transitioning.

The result was a 28-page booklet - Workplace Gender Transition Policy and Guidelines - that provides detailed and accessible information on gender identity, privacy, confidentiality, terminology, restroom access, appearance standards, transphobia, health and wellbeing at work, addressing the concerns of co-workers and clients, and many other issues.

Dublin Bus’s work in this area has been put forward as a case study for best practice in relation to workplace diversity by the European Commission. A copy of Dublin Bus Workplace Gender Transition

USEFUL CONTACTS

Trans Organisations
TENI – Transgender Equality Network Ireland
Transgender Equality Network Ireland (TENI) seeks to improve conditions and advance the rights and equality of trans people and their families.
www.teni.ie
01 873 3575

Equality and Human Rights
Irish Human Rights and Equality Commission
The Irish Human Rights and Equality Commission is Ireland’s national human rights and Equality institution. IHREC are an independent public body that accounts directly to the Oireachtas.
www.ihrec.ie
01 890 2455

Employment
Congress - Irish Congress of Trade Unions
Congress is the largest civil society organisation on the island of Ireland, representing and campaigning on behalf of some 800,000 working people. There are currently 44 unions affiliated to Congress, north and south of the border.
http://www.ictu.ie/equality/lgbt.html

Ibec
Ibec is the group that represents Irish business both domestically and internationally. It has over 180 professional services staff in seven locations and is the umbrella group of over 40 different sectoral industry associations.
www.ibec.ie

Workplace Relations Commission
Workplace Relations Commission provides information on industrial relations & rights and obligations under Irish employment and equality legislation.
www.workplacerelations.ie

Government
Department of Business, Enterprise and Innovation
This department deals with issues such as supporting business, research and corporate law. dbei.gov.ie

Department of Justice and Equality
This department deals with a range of issues such as criminal and civil law reform, equality, property, asylum and immigration.
www.justice.ie

Department of Employment Affairs and Social Protection
This department provides income supports, activation and employment services, advice to customers and other related services.
www.welfare.ie

Other Government departments
You can get information about other government departments from the citizens’ information services. You can also find a list of government departments, agencies and bodies on www.gov.ie

Citizen’s Information
The Citizens Information Board is the statutory body which supports the provision of information, advice and advocacy on a broad range of public and social services.
www.citizensinformation.ie
0761 07 4000

Legal Matters
Free Legal Advice Centre
FLAC is an independent human rights organisation dedicated to the realisation of equal access to justice for all.
www.flac.ie

Legal Aid Board
This board provides legal aid if you can’t afford to pay for a lawyer. It gives legal aid only for civil issues such as suing for personal injury or applying for asylum. It does not deal with criminal issues.
www.legalaidboard.ie
1890 615 200

Support
LGBT Helpline
LGBT Ireland provides access to a network of trained volunteers who provide a non-judgemental, confidential, listening support and information service for lesbian, gay, bisexual and transgender (LGBT) people as well as their family and friends.
www.lgbti.ie
1890 929 539

Crime Victims Helpline
We offer support to all victims of crime in Ireland. Established in 2005, our aim is to support, inform and empower victims of crime and all those impacted by crime.
crimevictims helpline.ie
116 006

LEGAL RESOURCES


TRAINING

TENI provides bespoke training and information sessions to employers, third level institutions, statutory agencies, professional and representative bodies, clubs, community organisations, schools and services on a range of topics including:
• Gender Identity in the Workplace
• Transgender in the Workplace Guidelines
• Supporting Trans Inclusion in the Workplace
• Transforming the Classroom: Supporting Trans Young People in Schools
• Equality & Identity: Transgender and Intersex Experience in Ireland
• Transphobia in Ireland

If you would like to discuss training and information needs within your organisation, please contact TENI’s Training Team by phone on 01 873 37 57 or email at office@teni.ie

CONTACT TENI

For more information visit www.teni.ie

Find us on Facebook - https://www.facebook.com/TransEquality

Find us on Twitter - https://twitter.com/TENI_Tweets

Find us on Instagram - https://www.instagram.com/tenipics/