To create a welcoming environment for transgender customers and colleagues, practice using preferred pronouns.

<table>
<thead>
<tr>
<th>SUBJECTIVE</th>
<th>OBJECTIVE</th>
<th>POSSESSIVE</th>
<th>REFLECTIVE</th>
<th>EXAMPLES</th>
</tr>
</thead>
</table>
| She        | Her       | Hers       | Herself    | • She needs a library card.  
• Could you show her the DVD section?  
• This book is hers.  
• She’s doing it all by herself! |
| He         | Him       | His        | Himself    | • He needs a library card.  
• Could you show him the DVD section?  
• This book is his.  
• He’s doing it all by himself! |
| They       | Them      | Theirs     | Themself   | • They need a library card.  
• Could you show them the DVD section?  
• This book is theirs.  
• They’re doing it all by themself! |
| Ze         | Hir/Zir   | Hirs/Zirs  | Hirself/Zirself | • Ze needs a library card.  
• Could you show zir the DVD section?  
• This book is zirs.  
• They’re doing it all by zirself! |

Pronouns are from Trans Student Educational Resources, with minor alterations. The resource is available at [www.transstudent.org/pronouns101](http://www.transstudent.org/pronouns101).
To create a welcoming environment for transgender customers and colleagues, practice using respectful language to describe transgender people, communities, and experiences.

<table>
<thead>
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<th>EXAMPLES</th>
<th>PROBLEMATIC/DON’T USE</th>
</tr>
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</table>
| "transgender people," "a transgender person" “trans men,” “trans women” | • Transgender people are becoming more widely represented in fiction.  
• YA author Juno Dawson is a transgender woman.                                                                                           | • "transgenders," "a transgender"  
• “Transgender” is not a noun, it’s an adjective.                                                                                           |
| "transgender" or “trans”         | • This TV show has transgender characters.  
• This author is trans.  
• Transgender children are welcome at the library.  
• Transgender Coloradans are eligible for library cards.                                                                                   | • “Transgendered”  
• Only adjectives derived from nouns or verbs end in “ed.” The adjective “transgender” is not derived from a noun or verb.                                         |
| "being transgender,” “transgender community,” “movement for transgender equality”                                                      | • The transgender community is diverse.  
• In her free time, my colleague volunteers as a speaker about being transgender.  
• The movement for transgender equality has become more visible.                                                                              | • "Transgenderism"  
• This is not a term commonly used by transgender people. This is a term typically used by anti-transgender activists.                        |
| transitioning                    | • My coworker is transitioning and I plan to support him by using his preferred pronouns.                                                                                                               | • transgendering  
• This is not a real word.                                                                                                                                                  |

This information is adapted from the GLAAD Media Reference Guide and Gender Grammar from Trans Student Educational Resources. These resources are available at www.glaad.org/reference/transgender and www.transstudent.org/gendergrammar.
**WELCOMING LANGUAGE CONT.**

<table>
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| "transition" (or transitioned/transitioning) | • If an employee begins a transition, it’s important that they have the choice of when and how to come out to colleagues.  
• If a background check reveals that a new hire has recently transitioned, the best practice is to keep this confidential. | • "sex change," "pre-operative," "post-operative,"  
• Medical transition doesn't cause someone to "change genders," but instead is a medical way of changing physical characteristics to match/make visible the inner gender identity that has been constant all along. |
| "assigned male at birth," "assigned female at birth" or "designated male at birth," "designated female at birth," “assigned sex at birth” | • Speculating about someone’s assigned sex at birth is considered impolite.  
• The HR department keeps employees’ assigned sex at birth confidential. | • "biologically male," "biologically female," "genetically male," "genetically female," "born a man," "born a woman" |
| No Preferred | Not Applicable | "passing" and "stealth" Passing refers to a transgender person’s ability to go through daily life without others making an assumption that they are transgender. However, the terms themselves are problematic because "passing" implies "passing as something you’re not." Additionally, ‘passing’ should not be a qualifier to having one’s gender recognized. Stealth refers to transgender people living as their authentic selves, and are not perceived as transgender by others. It’s negative as it implies someone is deceptive or misleading. |