

Rewinding to Understand the Role We Play

You're working with a new team...

- You are the team lead, and one of your new reports is named Charlie. Charlie is nonbinary and uses they/them pronouns.
- They mention to you that a lot of customers who they speak with on the phone use the wrong pronouns when speaking to them, saying “she” instead of “they.”
- They mention this has happened with colleagues as well and that it is starting to impact their mental health.
- You explain that they shouldn't take it personally and that no one is doing that maliciously. It's just an easy mistake to make.
- After the conversation, Charlie seems much less engaged at work.