

# A CALL CENTER EMPLOYEE WHO IDENTIFIES AS TRANSGENDER HAS COME TO YOU BECAUSE OF YOUR INVOLVEMENT IN [ERG].

- They share that while speaking to customers they are often misgendered and that it is beginning to have an impact on their physical and mental health.
- They no longer feel comfortable correcting customers because of numerous negative experiences in the past.
- You ask if they've spoken with anyone else about this issue. They share that have been told the situation is "not a big deal" and that they should "just get over it."

