

InclusiveLingo

Resources

<https://staff.uq.edu.au/files/242/using-inclusive-language-guide.pdf>

and parenthetical should not be used.	
GENDER	
GOOD PRACTICE INCLUSIVE LANGUAGE	LANGUAGE AND PRACTICES TO AVOID
<p>Only use gendered language when it is appropriate for the context, e.g., use the Chair rather than Chairman.</p> <p>Ask someone what their preferred pronouns (e.g., he, she, they, zie) and respectfully use them correctly.</p> <p>Use gender neutral pronouns where possible e.g., avoid 'the new employer may exercise his right' instead use 'the new employer may exercise their right'.</p>	<p>Avoid using unnecessary gender references, e.g., the male nurse or the woman doctor, unless it is appropriate for the context.</p> <p>Don't make an assumption about someone's gender based on their name or physical features.</p> <p>Don't use gender references in a demeaning or trivialising way, e.g., 'throw like a girl'.</p> <p>Don't infantilise particular groups (referring to groups or individuals as a child or in a way which denies their maturity in age or experience), for example, the 'girls in the office'.</p>
CULTURE	
GOOD PRACTICE INCLUSIVE LANGUAGE	LANGUAGE AND PRACTICES TO AVOID
<p>Only reference someone's cultural background when it is appropriate for the context. Generally it is unnecessary to refer to someone's cultural background, but if you do need to use people-centric language e.g., person of Sudanese descent.</p> <p>Educate yourself on someone's culture and respect cultural differences that may be present. In cross-cultural communication you should ensure that your language is simple and accessible and body language isn't offensive.</p>	<p>Avoid undue emphasis on differences, e.g., introducing all your colleagues, but describing one as 'Chinese'.</p> <p>Avoid making someone's culture invisible, e.g., the use of umbrella terms such as 'Asians' ignores the multiple ethnicities within Asia. Instead refer to the persons ethnicity where appropriate, e.g., Indonesian, Chinese etc.</p>

DISABILITY	
GOOD PRACTICE INCLUSIVE LANGUAGE	LANGUAGE AND PRACTICES TO AVOID
<p>Use people centric language: the disability doesn't define the person; i.e., person with disability or people with disability.</p> <p>Use a strength based approach, such as 'person experiencing poor mental health', rather than 'they are schizophrenic' or 'crazy person'.</p> <p>Ensure that the language and delivery of your message is accessible to all audiences. Utilise the accessibility check in programs, such as Microsoft Word, and ensure that you practice website accessibility.</p>	<p>Avoid inappropriate language such as cripple, handicapped, mental patient, 'wheelchair bound', 'disabled person'.</p> <p>Avoid using language like 'retard' or 'spaz' in any way or context, e.g., 'the computer is having a spaz' or 'you are such a retard'.</p> <p>Avoid using 'inspiration porn' language, e.g., saying someone with a disability is 'an inspiration' or 'brave' or 'amazing' for doing everyday things such as going to work.</p> <p>Never make assumptions about disability, some disabilities may be invisible.</p>
SEXUALITY	
GOOD PRACTICE INCLUSIVE LANGUAGE	LANGUAGE AND PRACTICES TO AVOID
<p>If you don't know use inclusive language such as 'partner' (rather than 'boyfriend' or 'girlfriend'), to refer to someone's significant other, unless the preferred term is specified by the person.</p> <p>Considering referring to 'sexuality, gender and sex diversity' rather than the LGBTI acronym to be more inclusive.</p>	<p>Avoid using 'gay' in a derogatory way, e.g., 'that's so gay'.</p> <p>Avoid using the word 'queer' as this can be offensive to some people. Generally 'queer' is used by some of the community.</p> <p>Avoid making assumptions about someone's sexuality, or building stereotypes e.g., he must be gay he's so flamboyant.</p>
AGE	
GOOD PRACTICE INCLUSIVE LANGUAGE	LANGUAGE AND PRACTICES TO AVOID
<p>Only refer to age when relevant to the context, and when it is necessary use people-centric language e.g., older adults or younger people.</p>	<p>Avoid stereotypes, e.g., old men are grumpy, old people won't adapt to new technologies or "Millennials" are compulsive job-hoppers.</p>

<https://blog.hubspot.com/marketing/inclusive-language>

<https://www.workhuman.com/blog/what-is-inclusive-language-in-the-workplace/>

Problematic Term	Inclusive Term	Guidelines
Chairman	Chairperson or chair	Use non-gendered language when referring to a person's position, professional title, or occupation to avoid implicit bias that one sex is default for those roles
Man hours; Manpower	Work hours or hours; Workforce	Positioning men as the status quo excludes women and non-binary peoples.

Problematic	Alternative Phrases	Guidelines
Hi guys; Hello ladies and gentlemen	Hi everyone, folks, or team	The generic or default “man” in place of “everyone” implies a hierarchy and inequity among the spectrum of gender and sexual identities. Addressing only men and women is also exclusionary and enforces a gender binary.
Husband, wife, boyfriend, girlfriend; Mother or father	Partner or significant other; Parent, caregiver, or guardian	Avoid gendered assumptions about employees’ family make-up and sexual orientation.

Gyp or gyped	Duped or tricked	Gyp/gyped is a racist term that describes being cheated or defrauded. It stems from the word 'gypsy,' which was originally applied to the Romani people.
Guru	Expert or authority	Used in Buddhist and Hindu religions to refer to a spiritual guide or leader, a Guru is a title of high esteem. To use it as shorthand for your experience with social media trivializes the importance of the title and its origins.
Tribe	Group, crew, community, or circle	"Tribe" becoming popularized is a result of colonialism and associates it with primitiveness or savagery offensive to African peoples. For Native American (First Nations) peoples, the term "tribe" is a bureaucratic word assigned by the U.S. government.
Spirit animal	Patronus or kindred spirit	The way "spirit animal" has been popularized to mean a favorite or relatable animal, which makes light of Indigenous cultures' relationships with nature. It also reinforces a stereotype that homogenizes a diverse group of peoples and customs.
Blacklist and whitelist	Blocklist or denylist and allowlist	These terms equate "black" with "bad" and "white" with "good," which is a problematic and racist association.
Peanut gallery	Hecklers or jokesters	Peanut gallery is a phrase from the late 19th century that referred to the cheapest seats, or the section for Black people in segregated theaters.

Problematic	Preferred Alternative	Guidelines
Hispanic (when used to refer to all spanish speaking nationalities)	Hispanic – descendants of all Spanish-speaking countries; Latino/Latina/Latinx – people of Latin American heritage	When it's relevant to mention the race or ethnicity of a person or group of people, be specific . There are a number of terms for different ethnicities and nationalities, and people can have multiple racial and ethnic identities. It is best to ask what a person identifies with.
Minority or minority group	Marginalized groups, underrepresented groups, people of color (POC), Black, Indigenous and people of color (BIPOC); UK terms: Black, Asian and Minority Ethnic (BAME) or Black and Minority Ethnic (BME)	When referring to a diverse group of people, if you cannot be specific, Black, Indigenous and People of Color (BIPOC) is the preferred broad term. “Underrepresented” is also acceptable to describe a group in context. For example, “Latino workers are underrepresented in tech.”

Problematic	Preferred Alternative	Guidelines
The disabled or handicapped person	People with disabilities or person with a disability	Put the person before the disability and avoid terms that imply the person is less than or weak. “The disabled” removes the humanity from a group of people by referring to them solely by a generalized disability status. Note that “disabled person” may be an acceptable term for individuals embracing identity-first language. When in doubt, ask!
Wheelchair bound	Wheelchair user or person who uses a wheelchair	Avoid language that frames any form of mobility equipment or assistive support as a limitation to the user.

<https://hbr.org/2022/03/how-to-make-your-organizations-language-more-inclusive>

<https://www.linkedin.com/pulse/what-inclusive-language-how-do-you-use-get-ahead-by-linked-in-news/>

<https://www.grammarly.com/blog/gender-neutral-language/>

- Businessman → Businessperson, business representative
- Chairman/chairwoman → Chairperson, chair
- Foreman → Foreperson
- Salesman → Salesperson
- Manpower → Workforce, workers
- Mailman → Letter carrier, postal worker
- Manned → Crewed

- Stewardess → Flight attendant
- Maid → Housekeeper
- Granddaughter/Grandson → Grandchild
- Husband/wife → Spouse, partner
- Fireman → Firefighter
- Congressman → Legislator
- Freshman → First-year student
- Upperclassman → Third-year, fourth-year, etc.
- Man-made → Synthetic

-
- 1 Man/woman → Person, adult
 - 2 Boy/girl → Child
 - 3 Sister/brother → Sibling
 - 4 Mother/father → Parent
 - 5 Boyfriend/girlfriend → Partner, significant other
 - 6 Grandma/grandpa → Grandparent
 - 7 Waiter/waitress → Server
 - 8 Actor/Actress → Performer
 - 9 Fireman → Firefighter
 - 10 Policeman → Police officer
 - 11 Maiden name → Family name
 - 12 Dear Sir → Dear [professional title]
 - 13 Dude → Friend, person
 - 14 Ladies and gentlemen → Folks, everyone
 - 15 The common man → The average person
 - 16 Kinsmen → Relatives
 - 17 Man up → Toughen up
 - 18 Mankind → Humankind

<https://kpu.pressbooks.pub/hrcommunication/chapter/using-inclusive-language/>

<https://buffer.com/resources/inclusive-language-tech/>

More inclusive: Folks, people, you all, y'all, teammates

Less inclusive: Guys (or women) when referring to people overall

More inclusive: Women

Less inclusive: Girls (when referring to adults)

More inclusive: Workforce, personnel, workers, team

Less inclusive: Manpower, man hours

More inclusive: Chairperson, chair, moderator, discussion leader

Less inclusive: Chairman, foreman

More inclusive: Spouses/partners

Less inclusive: Wives, husbands, boyfriends, girlfriends

More inclusive: Parenting

Less inclusive: mothering, fathering

More inclusive: Typical

Less inclusive: Normal

(There's bias inherent in using one group as a standard against which others are judged. Use of the word normal as a comparison group can stigmatize people who are different and imply they are abnormal.)

More inclusive: Marginalized groups or underrepresented groups

Less inclusive: Minorities

(Not all marginalized groups are minorities, and a broader term is generally inclusive of more than race and gender)

When greeting others

Avoid:

ladies gentlemen ma'am sir girls guys etc.

Consider using instead:

“Thanks, **friends**.
Have a great
night.”

“Good morning,
folks!”

“Hi, **everyone!**”

“And for **you?**”

“Can I get
you **all**
something?”

Why?

Shifting to gender-inclusive language respects and acknowledges the gender identities of all people and removes assumption.

Be mindful of language

Based on Toni Latour's "Hello there" cards.

Learn more at qmunity.ca

The American Philosophical Association has some great tips to **eliminate the generic use of 'he:'**

- Use plural nouns
- Delete 'he', 'his', and 'him' altogether
- Substitute articles ('the', 'a', 'an') for 'his' and 'who' for 'he'
- Substitute 'one', 'we', or 'you'
- Minimize use of indefinite pronouns (e.g. 'everybody', 'someone')
- Use the passive voice [use sparingly]
- Substitute nouns for pronouns [use sparingly]

For more information on gender neutral job descriptions, including more lists like the one below, [Textio](#) is a great resource.

<https://www.apa.org/about/apa/equity-diversity-inclusion/language-guidelines>

Person-first and identity-first language: Terms to avoid and suggested alternatives

Term to avoid	Suggested alternative
victim, survivor	person who has experienced... person who has been impacted by...
wheelchair-bound	person who uses a wheelchair
mentally ill	person living with a mental health condition person with a mental disorder person with a mental illness
abusive relationship	relationship with a person who is abusive
addict	person with a substance use disorder
homeless person	person without housing
prostitute	person who engages in sex work
prisoner, convict	person who is/has been incarcerated
slave	person who is/was enslaved

Identity-related terms: Terms to avoid and suggested alternatives

Term to avoid	Suggested alternative
the elderly elderly people the aged aging dependents seniors senior citizens	older adults older people persons 65 years and older the older population

Disability status: Terms to avoid and suggested alternatives

Term to avoid	Suggested alternative	Comment
Use of person-first and identity-first language rather than condescending terms		
special needs physically challenged mentally challenged mentally retarded handi-capable	person with a disability person who has a disability disabled person people with intellectual disabilities child with a congenital disability child with a birth impairment physically disabled person person with a physical disability	Use person-first or identity-first language as is appropriate for the community or person being discussed. The language used should be selected with the understanding that disabled people's expressed preferences regarding identification supersede matters of style. Avoid terms that are condescending or patronizing.
mentally ill	person with a mental disorder person with a mental illness person living with a mental health condition	
Description of Deaf or hard-of-hearing people		

Description of Deaf or hard-of-hearing people		
person with deafness person who is deaf	Deaf person	Most Deaf or Deaf-Blind individuals culturally prefer to be called Deaf or DeafBlind (capitalized) rather than "hearing-impaired," "people with hearing loss," and so forth.
hearing-impaired person person who is hearing impaired person with hearing loss	hard-of-hearing person person who is hard-of-hearing	
person with deafness and blindness	Deaf-Blind person	
Description of blind people and people who are visually impaired		
person with blindness visually challenged person sight-challenged person	blind person person who is blind visually impaired person vision-impaired person person who is visually impaired person who is vision impaired	

Use of pictorial metaphors, negativistic terms, and slurs		
wheelchair-bound person	wheelchair user person in a wheelchair	Avoid language that uses pictorial metaphors, negativistic terms that imply restriction, and slurs that insult or disparage a particular group. As with other diverse groups, insiders in disability culture may use these terms with one another; it is not appropriate for an outsider (nondisabled person) to use these terms.
AIDS victim	person with AIDS	
brain damaged	person with a traumatic brain injury	
cripple invalid	person with a physical disability	
defective nuts crazy	person with a mental disorder person with a mental illness person living with a mental illness	
alcoholic	person with alcohol use disorder	
meth addict	person with substance use disorder	

Sexual orientation and gender diversity: Terms to avoid and suggested alternatives

Term to avoid	Suggested alternative	Comment
birth sex natal sex	assigned sex sex assigned at birth	
born a girl, born female born a boy, born male	assigned female at birth (AFAB) assigned male at birth (AMAB)	
hermaphrodite tranny transvestite transsexual (unless being used medically)	LGBTQ+, LBGTQIA+, etc. transgender people trans and gender nonbinary folks or folx genderqueer queer*	The term “tranny” is considered a slur. *Consider your audience when using the term “queer”; not everyone receives this word positively; many members of the LGBTQIA+ community have now reclaimed it.

Socioeconomic status: Terms to avoid and suggested alternatives

Term to avoid	Suggested alternative	Comment
the poor low-class people poor people	people whose incomes are below the federal poverty threshold people whose self-reported incomes were in the lowest income bracket	Many people find the terms “lowclass” and “poor” pejorative. Use person-first language instead. Define income brackets and levels if possible.

Violent language

Violent language: Terms to avoid and suggested alternatives

Term to avoid	Suggested alternative	Comment
killing it	great job! awesome!	If someone is doing well, there are other ways to say so without equating it to murder (Brandeis University PARC, n.d.).
take a shot at, take your best shot pull the trigger take a stab at	give it a go try	These expressions needlessly use imagery of hurting someone or something (Brandeis University PARC, n.d.).
go off the reservation	disagree with the group, defect from the group	This phrase has a harmful history rooted in the violent removal of Indigenous people from their land and the potential consequences for someone that left the reservation (Brandeis University PARC, n.d.).

Language that doesn't say what we mean

Language that doesn't say what we mean: Terms to avoid and suggested alternatives

Term to avoid	Suggested alternative	Comment
committed suicide failed/successful suicide completed suicide	died by suicide suicided	These verbs frame suicide as a crime (committed) or an achievement (fail, successful, completed), implying judgment about suicidality (Brandeis University PARC, n.d.).
child prostitute sex with an underage person nonconsensual sex	child who has been trafficked child who has been raped rape	Sex with someone without their consent is rape; it is important to name this (Brandeis University PARC, n.d.).

<https://www.apa.org/ed/precollege/psn/2022/09/inclusive-language>

<https://www2.gov.bc.ca/assets/gov/careers/all-employees/working-with-others/words-matter.pdf>

<https://www.un.org/en/gender-inclusive-language/guidelines.shtml>

<https://joinhandshake.com/blog/employers/70-inclusive-language-principles-that-will-make-you-a-more-successful-recruiter/>

<https://www2.deloitte.com/us/en/blog/human-capital-blog/2021/inclusive-workplace-language.html>

<https://sproutsocial.com/insights/inclusive-language/>

<https://web.news.niu.edu/2020/09/28/using-inclusive-language/>

<https://www.idealists.org/en/careers/inclusive-language-workplace>

<https://blog.talaera.com/inclusive-language-workplace>

Neutral Terms	Gendered Terms
Hey Team(mates) / Everyone / Folks / All / You All / Y'all / Friends / People / Colleagues / Audience Members	Hey Guys / Dude / Bro / Man
Good Morning Everyone! / People! / Folks!	Good Morning Ladies & Gentlemen!
Humankind's accomplishments...	Mankind's accomplishments...
Workforce	Manpower

Neutral Term	Gendered Term
Actor	Actress
Legislator	Congressman
Server	Waitress
Police Officer	Policeman
Firefighter	Fireman
Salesperson / Sales associate	Salesman
Chairperson / Moderator	Chairman

Neutral Term	Gendered Term
Partner	Husband / Wife / Boyfriend / Girlfriend
Spouse	Husband / Wife
Child	Daughter / Son
Sibling	Sister / Brother
Parent / Caregiver / Guardian	Mother / Father

Affirmative Language	Negative Language
What are your pronouns? How would you like me to address you?	What pronouns do you prefer? - Try to avoid language that refers to <i>choice</i> or <i>preference</i> because using correct pronouns is a requirement and a sign of respect.
[Take the lead] I'm Reem and I go by she/her/hers. And you?	I'm Reem. You must be the new girl! What's your name?
For the comfort of everyone in the interview, please feel free to let me know what pronouns you use and what name you'd like us to refer to you by.	Would you like to be addressed as Mrs. or Miss?
I spoke to the marketing director and they said that they'd get back to me.	I spoke to the marketing director and she said she'd get back to me.
I think someone forgot their laptop.	I think he forgot his laptop.
Who's in charge of the proposal? I'll email them .	Who's in charge of the proposal? I'll email him.

Affirmative Language	Negative Language
A person with autism	An autistic person.
She's terrible, outrageous, and unreasonable.	She's a psychopath. / She's crazy!
Fastidious	Obsessive-compulsive
That movie was so sad or disheartening.	That movie was so depressing.
He is acting outrageous and unpredictable!	He's crazy!
That concert was unenjoyable.	That concert was lame.
That's ridiculous or absurd.	That's retarded.

<https://www.acrolinx.com/inclusive-language-characteristics/>

Gendered	Gender neutral
Mankind	Humanity
Congressmen	Members of Congress
Dear Mr. / Ms. / Mrs. / Miss	Dear Mx.

Husband / Wife	Spouse / Partner
Brother / Sister	Sibling / Family member
Chairman	Chairperson
Hostess	Host
Latino / Latina	Latinx
He / She	They / Theirs
Businessman	Business person
Ladies and Gentleman	Everyone / Folks
Landlord	Owner / Property Manager
Man a job or project	Staff a job or project
Actress	Actor

<https://www.fastcompany.com/90753901/how-to-get-better-at-using-inclusive-language-in-the-workplace>

<https://diversemininds.co.uk/7-ways-inclusive-language-creates-belonging-at-work/>

What if I get it wrong?

Accept that you are human and that it's okay to make mistakes. If you do make a mistake apologise, correct/change what you have said, learn from the mistake, and move on.

It's also key to respect people's privacy. Let people share information about themselves if and when they feel comfortable doing so. Individuals are not responsible for educating the public by revealing their intimate lived experiences.

Inclusive language goes beyond the carrot and stick legal approach. It's about human connection and common ground. We are all more than what we chose to declare and have been subject to biases ourselves. It is about listening, hearing and interacting to broaden our horizons and ensure we work together and talk about what will work best for everyone.

<https://www.aihr.com/blog/lgbtq-inclusive-language-in-the-workplace/>

LGBTQ Inclusive Language In The Workplace



- Ladies and gentlemen, guys and gals
- Maternity and paternity leave
- Husband, wife, boyfriend, girlfriend
- "What are your preferred pronouns?"
- Ms., Mr., or Mrs.
- Mailman, chairman, policeman
- Sexual preference



- Colleagues, team, people
- Parental leave, parental time off
- Partner, spouse
- "What pronouns do you use?"
- People's first names, non-gender specific titles like Mx or M
- Mail clerk, chairperson, police officer
- Sexual orientation



<https://writingcenter.unc.edu/tips-and-tools/gender-inclusive-language/>

Gendered noun	Gender-neutral noun
man	person, individual
mankind	people, human beings, humanity
freshman	first-year student
man-made	machine-made, synthetic, artificial
the common man	the average person
chairman	chair, chairperson, coordinator, head
mailman	mail carrier, letter carrier, postal worker
policeman	police officer
steward, stewardess	flight attendant
actor, actress	actor

congressman	legislator, congressional representative
Sir (in “Dear Sir,” etc.)	Dear Editor, Dear Members of the Search Committee, To Whom it May Concern

<https://courses.lumenlearning.com/wm-publicspeaking/chapter/inclusive-language/>

instead of:	use:
businessman	businessperson, executive
cleaning woman	cleaner
congressman	congressperson
mailman	letter carrier
Workman’s Compensation	Workers’ Compensation
manmade	artificial, synthetic
manpower	workers, workforce, staff
mankind	humankind, humanity
middleman	intermediary, go-between

<https://equity.ubc.ca/resources/inclusive-language-resources/>