



CURRENT CHALLENGES

Gina is unsure whether they will be able to take paid time off for gender reassignment surgery. There will be a number of pre-assessment hospital appointments then 6-8 weeks of recovery where they can only undertake light tasks. Gina would like to request a period of working from home afterwards and a phased return to the workplace. Gina has recently experienced some bullying from a young male co-worker. It's actually a gay guy Gina had a secret brief affair with. Gina has not told anyone at work about this. Gina's pretty sure the disgusting graffiti on the toilet door was written by this ex. Other colleagues have commented on the lack of sensitivity of the writer of this abuse.

GINA

Telesales

AGE 31

GENDER Transitioning to a woman

NATIONALITY Dutch Citizen of Vietnamese heritage

FAMILY SITUATION Lives with a Partner

JOB/CAREER She works on the phone in telesales in Utrecht and has worked there for 3.5 years. She is a well liked and respected colleague.

PERSONAL THOUGHTS ON GENDER EQUALITY Has had to learn about gender equality and LGBTQi rights in order to have lifestyle acknowledged in the workplace, but unsure about some legal details and has some concerns.

ATTITUDES AND EMOTIONS

- Gina feels fine about prospective surgery and has been living as a woman for some time so is used to how people respond. Gina is worrying about the written abuse. The HR manager has been asking questions to ascertain if Gina might know the perpetrator. The LGBTQi+A co-ordinator has been in touch asking if Gina needs any support to handle the microaggressions.

MOTIVATIONS

- Gina just wants to have the operation, get paid leave, continue working and to consider promotion within the next year. If promotion is not possible in this organisation, Gina will probably look elsewhere. Gina's partner is fully supportive and knows about the affair. It's history and pre-dates their relationship.

WORK SITUATION

- Gina has been happy in this current role but is now suffering some stress and anxiety in anticipation of the operation and mainly because of the involvement of HR investigating the potential perpetrator of the writing on the toilet door. It's all getting out of hand and feels very punitive. Gina just wants to get on with work and hates being the centre of attention.
- Gina has been signed off with stress for two weeks and will be well being reviewed soon to ascertain if more time off is required.

Manager's questions

- Why did HR need to get involved?
- HR said they needed to show an investigation because of the possibility of being sued for discrimination—by whom? Gina seemed happy until they got involved; why does HR try to persuade an individual to represent a group?
- How can I support Gina and help them through this coming time?
- What policy needs to be reviewed?
- How much of someone's private life should I be concerned with?
- Do I need to protect all identities in this case; could I be sued by others?

Peers/colleagues' questions

- Why the focus on microaggressions?
- It feels as if the organisation is out to get people; could this close down conversations about inclusion and diversity?
- What is the sickness policy and leave policy?
- What is Gina entitled to?
- What would I be entitled to if I needed any operation in the future?



Individual's questions

- The guy (my ex) has a wife and isn't out, so how do you deal with these complexities?
- How do I focus on the operation with all this going on in the background?
- Is HR helping or just making me a poster person?
- They asked me to help run a webinar on diversity—why make me a token to flag up their pro-diversity policies?
- Can I say no and refuse to help?
- What do I need from my manager?

Policymakers' questions

- How could inclusive policy be balanced with care for individuals?
- Why do policymakers unwittingly involve an individual in representing a group of employees?
- Is organisational policy behind social developments?
- Why are microaggressions and abuse rolled up in the bullying policy which initiates the disciplinary process?
- Should we have informal mechanisms for dealing with workplace tensions and conflict?