Goskills

Inclusive Language at Work

GoSkills online course syllabus

Skill level	**Lessons**	**Accredited by**
Beginner	21	Verified by GoSkills
Pre-requisites	**Video duration**	**Estimated study time**
No prior experience needed	1h 6m	1h 6m
Instructor		
Suzanne Wertheim, PhD		

Introduction

1 **Inclusive language**

Using language in the workplace that helps others feel included is a proven strategy for creating safety at work, positive engagement, and new ideas.

Small Changes, Big Impacts

2 **Inclusive language matters**

Inclusive language is one of the most effective ways in which you can make sure your good intentions translate into good impact.

3 **Optimizing workplace culture**

The cultures of the best-functioning and most productive organizations have a few things in common.

How Language Really Works

4 **Boosting linguistic awareness**

Decades of research have shown that there is a serious gap between what you think you're saying and what you're actually saying.

5 **More than dictionary definitions**

Language is much bigger and more complicated than just semantics, or the meanings you find in a dictionary.

Hidden Meanings of Words

6 Framing and word choice

Words, especially nouns and verbs, come with semantic "frames" that create entire scenarios in your mind.

7 Flavor of words

Words acquire a "taste" that is based on the social context in which you encounter them.

8 Perspective taking

Perspective taking is a two-part cognitive skill that is a vital component of inclusive language.

9 Inclusive language evolves

All languages change over time, and this includes what you'd consider inclusive language.

The Principles of Inclusive Language

10 Language that reflects reality

It can be useful to have a set of principles to guide your understanding of inclusive language.

11 Language that doesn't demean

Sometimes it can be hard to anticipate how our language will affect others.

12 Language that respects others

Rather than remembering a list of harmful words (that might always be changing), you can focus on remembering key principles of effective language.

Importance of Names

13 Importance and pronunciation

Correctly using and pronouncing names is one of the most important components of inclusive language.

14 Impacts of misnaming

Using the wrong name for someone, along with calling someone the name of another employee based on similarities, can be harmful at work.

15 Pet names, diminutives, and nicknames

In the workplace, calling people pet names, nicknames that they haven't approved, or using diminutives are all problematic, and can have a genuinely negative impact.

Power of Pronouns

16 Replacing he or she

Not everyone fits into the "gender binary," and increasing numbers of people are referred to with pronouns like "they" instead of "he" or "she." After this lesson, you'll be able to recognize why pronouns are important and begin to embrace using "they" for a single person.

17 Presenting your own pronouns

Even if your pronouns fall into the traditional gender norms, presenting your pronouns is helpful to normalize this process and act as an ally.

Gender-Neutral Language

18 Importance of gender-neutral language

Gender-specific language has been shown to both distort mental models and make people feel excluded and forgotten.

19 Gendered language to avoid

There are specific instances of gender-specific language that are proven to be harmful.

Inviting Feedback through Cultural Humility

20 Staying up to date

Language is always changing, and it is important for you to continue learning when new terms are considered problematic in order to continue fostering inclusivity.

Conclusion

21 Start making changes

Now that you've finished this course, you should feel armed with the context on why inclusive language is so important as well as the strategies to replace non-inclusive language with inclusive language.

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