



What is inclusive language?

Inclusive language is about communicating in a way that respects the diversity and dignity of people and avoids using words which reinforces assumptions and stereotypes that can make someone feel disrespected or excluded.

What are examples of non-inclusive language?

We may not be aware that we are using non-inclusive language, particularly if we belong to a majority group in an environment. Examples include

- referring to a mixed group of people as 'guys'
- persistently referring to women as 'girls'
- using jargon and acronyms with those who don't have specialist knowledge
- using idioms and slang terms
- swearing
- referring to age, race, religion etc when it isn't necessary
- saying things that reinforce negative stereotypes



What can we do?

- use respectful language when talking to colleagues and co workers
- use gender-neutral terms
- if we need to refer to a physical or personal characteristic, do so in a respectful way
- be open to changing the language we use and not to be afraid to ask if we are unsure what's appropriate
- undertake training to keep up to date with changing language
- recognise our words have a huge influence on others and set the culture



What are micro-behaviours?

Micro-behaviours are things we say or do – or don't say or do – which send a message to others. Often we are not aware of these but they can impact on the way we come across and how others react and respond to us.

What are examples of positive micro-behaviours?

- paying full attention when someone is speaking
- making positive expressions like smiling and nodding
- letting someone finish their sentence
- actively encouraging ideas and contributions
- recognising and rewarding achievements

What are examples of negative micro-behaviours?

- tutting, sighing, eye-rolling
- interrupting or talking over someone
- not paying attention
- whispering to someone else



What can we do?

Engage in positive micro-behaviours and reflect on how our actions may come across to others