

# STARTING CONVERSATIONS

## AVOID ASSUMED USE OF GENDERED TITLES



USE THESE TITLES ONLY AFTER YOU HAVE CONFIRMED HOW SOMEONE WISHES TO BE ADDRESSED.

### EMAIL CONVERSATION

TO OPEN AN EMAIL DIALOGUE, CONSIDER STARTING IT WITH...

#### WHEN WRITING AN EMAIL,

it is not required to use a gender-specific title (i.e., Mr., Ms., Miss., Mrs.), consider just using the person's first and last name. Along with gender-neutral pronouns, you can use Mx. as a gender-neutral title.



DEAR SHONDRA COOPER,  
HELLO SHONDRA COOPER,

### SAMPLE CONVERSATIONS THAT REMOVE GENDERED TITLES



Hi there, how are you today?

How can I help you today?  
What would you like support with?



I would just like to confirm what name you go by. [...]  
Great, thanks so much for giving me that information.  
I will make a note with your account to ensure that other folks know that this is your name.



Is there anything else you would like to tell me to help us better meet your needs?