

Transgender Diversity Awareness

Burton and South Derbyshire College

Joanna Darrell 20-11-15



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.....*making sense of gender*

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What we'll be talking about today

About us

▶ Page 4

How many genders are there ?

▶ Page 5

The gender variant community

▶ Page 6

Gender Dysphoria versus Gender Identity

▶ Page 7

Transgender people

▶ Page 10

Bi-gender people

▶ Page 13

Non gender people

▶ Page 14

Gender Variant Children

▶ Page 15

A partners perspective

▶ Page 16

Statistics

▶ Page 17

Additional information, transphobia and role playing scenarios

▶ Page 20



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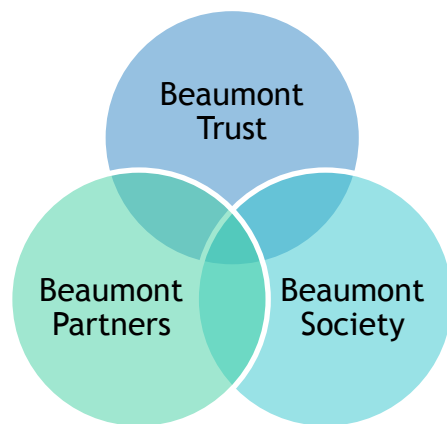
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About us

The Beaumont Trust is part of the Beaumont “family” which are the UKs longest running transgender focussed organisations. The family is made up of three separate charities, each with its own distinct focus.

- The Beaumont Society. Established in 1966, the Beaumont Society offers social meetings, peer to peer support and information for transgender people.
- The Beaumont Trust. Established in 1970, the Beaumont Trust offers resources and training for organisations and people wishing to learn about Gender Dysphoria and Gender Variance.
- Beaumont Partners. Born out of the well known WOBs group, (which still exists as an online forum) this organisation offers peer to peer support for partners of transgender people.



About Me

Beaumont Trust helpline lead co-ordinator and Beaumont Society Regional Organiser for the central region and Manchester.

First feelings of gender dysphoria occurred 20 years ago. I am married with children and having initially started down the road of transition I came to realise that I have no desire to transition to become a transgender/transsexual, which makes me bi-gendered/transvestite/cross-dresser (or just me - Joanna !!!)

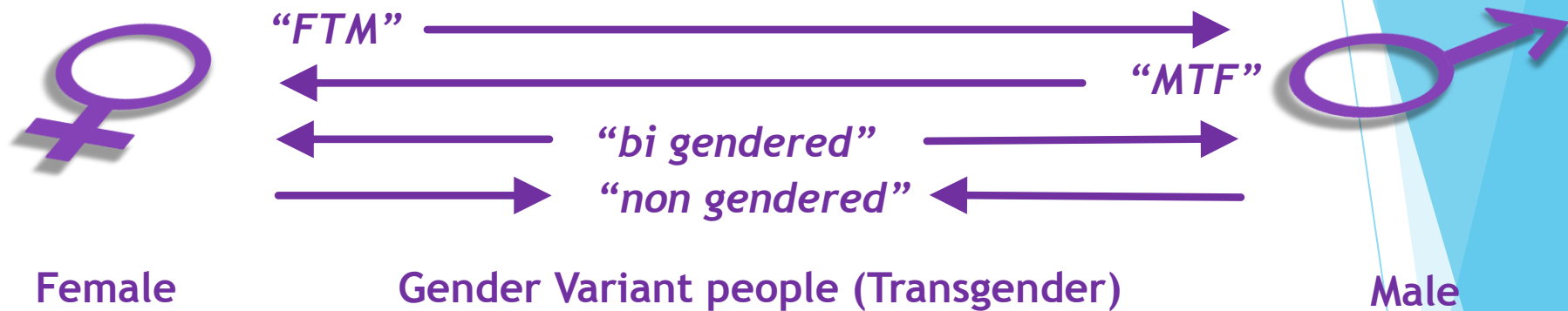


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How many gender *identities* are there ?



As many as there are People !!!

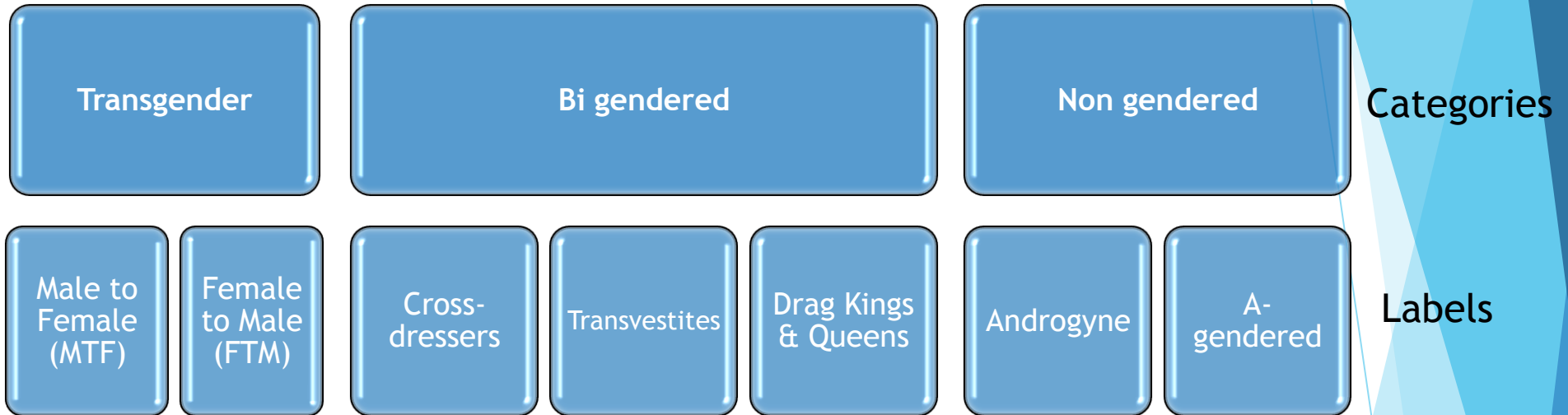
- Technically, "sex", "sexuality" and "gender" are different !!!
 - "Sex" refers to the biological status of male or female. It includes physical attributes such as chromosomes, gonads, reproductive organs and genitalia.
 - "Gender" refers to how people feel about themselves and their emotional identity.
 - "Sexuality" refers to a person's emotional and physical reaction to other sexes and genders.

A common myth

- ▶ "We are all born female....."
- ▶ Embryos are not female at conception !!! The egg receives one sex chromosome from the mother, and since the mother has two X chromosomes, the egg will get one of these X chromosomes. At that point, it is neither male nor female, just an unfertilized egg. When a sperm joins with the egg, it will donate one sex chromosome -- either an X or a Y chromosome. The newly conceived embryo will be a girl if the father's sperm cell donates an X, (the embryo will be XX), and it will be a male if the sperm donates a Y (the embryo will be XY). It's the luck of the draw whether the sperm that fertilizes the egg has an X or Y chromosome in it from the father.



The “gender variant” community



▶ A lot of boxes !!!

- The above diagram is ONE representation of the “gender variant” community. It is by no means the only one - or complete !!! (Remember there are as many gender identities as there are people.....)
- There are LOTS more labels (Transgenderist, Transfetishist, Gender Confusionista, hermaphrodite.....)
- People can belong to more than one box at any time.....
- Or even change the box that they fall into.....
- Some may even have different definitions for what these boxes mean.....



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Gender Dysphoria v Gender identity

- Gender variance refers to the extent to which a person's gender identity, role, or expression differs from the cultural norms prescribed for people of a particular sex.
- Gender Dysphoria refers to discomfort or distress that is caused by a discrepancy between a person's gender identity and that person's "sex" assigned at birth (and the associated gender role and/or primary and secondary sex characteristics)
- ▶ Only some gender variant people experience gender dysphoria at some point in their lives.
- ▶ Treatment is available to assist people with such distress to explore their gender identity and find a gender role that is comfortable for them . Treatment is individualized: What helps one person alleviate gender dysphoria might be very different from what helps another person. This process may or may not involve a change in gender expression or body modifications. Medical treatment options include, for example, feminization or masculinization of the body through hormone therapy and/or surgery, which are effective in alleviating gender dysphoria and are medically necessary for many people. Gender identities and expressions are diverse, and hormones and surgery are just two of many options available to assist people with achieving comfort with self and identity.
- ▶ Gender dysphoria can in large part be alleviated through treatment. Hence, while transsexual, transgender, and gender variant people may experience gender dysphoria at some point in their lives, many individuals who receive treatment will find a gender role and expression that is comfortable for them, even if these differ from those associated with their sex assigned at birth, or from prevailing gender norms and expectations.



Definitions

As well as peoples own “self identification”, currently, there is a debate within academia and the gender variant community about the definitions which are used to define people. This has led to an “emerging” set of definitions which are different to the “traditional” ones you may already be familiar with and which are in common use.

“Traditional” (LGBT)	“Emerging” (LGBTQIA)
Transgender - an umbrella term for all members of the gender variant community, who do conform to the “gender binary” model	The umbrella term now beginning to be used and gain acceptance is “Gender Variant”. This has come into use because of concerns within the community about the definitions of Trans-sexual and Transvestite.
Transsexual - A person, either a male or female, who, through an intense feeling of gender dysphoria, wishes to change their physical gender permanently through surgery.	Many transsexuals consider the term offensive because it contains the word “sex”. They argue that “sex is between the legs, gender is between the ears”. For this reason, they prefer the term transgender, because it reflects their journey “across gender”
Transvestite - a person who experiences gender dysphoria to a lesser degree and wishes to change their gender appearance on a temporary basis. They may undergo some forms of surgery to achieve this. These people are also known as cross-dressers, or even drag queens.	Many transvestites consider this term offensive because historically it was defined as “a person who dresses in underwear more usually associated with the opposite gender for the purpose of sexual gratification”. Clearly this doesn’t represent why all people who identify in this group do this and therefore they prefer bi-gendered.
A gender or third gender is the term that for individuals are categorized, either by themselves or by society, as neither man nor woman.	There’s now an increasing understanding that as well as being “one or the other, or both” the gender variant community also includes people who choose to be neither male or female. In the emerging model, these people tend to prefer to identify as “non-gendered”



Terms you're likely to hear

- **Gender Dysphoria** - An intense, continuous feeling resulting from an individual's sense of the inappropriateness of their assigned gender at birth and resulting gender role expectations.
- **Gender Expression** - How a person represents or expresses one's gender identity to others, often through behaviour, clothing, hairstyles, voice or body characteristics.
- **Gender Identity** - An individual's internal sense of being male, female, or something else. Since gender identity is internal, one's gender identity is not necessarily visible to others.
- **Gender Non-conforming** - A term for individuals whose gender expression is different from societal expectations related to gender.
- **Gender Recognition Certificate** - A document, awarded by the Gender recognition panel, which facilitates a person acquiring a new birth certificate, affording them full recognition of their acquired gender in law for all purposes, including marriage.
- **Passing** - A term used by transgender people to mean that they are seen as the gender with which they self identify. For example, a transgender man (born female) who most people see as a man.
- **Transition** - The period during which a person begins to live as their new gender. Transitioning requires changing one's name, taking hormones, having surgery and changing legal documents (e.g. driver's license, Social Security record, birth certificate) to reflect their new gender.
- **Transphobia** - The irrational fear of those who are perceived to break or blur stereotypical gender roles, often expressed as stereotyping, discrimination, harassment and violence. Frequently directed at those who defy stereotypical gender norms or those who are perceived to exhibit non heterosexual characteristics regardless of their actual gender identify or sexual orientation.



Transgender people

What's it like being transgender ?

- Many transgender people you speak to will describe it as “hard work” or “ a constant battle”. Probably not the words that you would be thinking !!!
- Most who say this are usually describing their frustrations about the process of transitioning to their preferred gender identity.
- The transition process is extremely complicated - to qualify for NHS treatment, in a series of meetings over a minimum of two years, transgender people will have to convince medical professionals of :-
 - Their mental well-being. (it's still not uncommon for this to be treated as a mental illness.....)
 - Their living in society in their preferred gender.
- After transition is complete, the next biggest hurdles are related to finding work, forming relationships and the expression of sexuality

Issues

- Fear of disclosure or discovery.
- Creating self worth.
- The transition process itself.
- The amount of surgery required.
- Potentially losing your job and career.
- Potentially losing your family and friends.
- No uterus - no opinion.....

Typical questions

- Why me ? How can I hide it?
- What did I do to deserve this ?
- Maybe I'm just gay ?,
- How will I be able to afford to transition ?
- What will my family / friends think of me now ?
- Will I lose my job? Will I have trouble advancing in my profession?
- Does God really disapprove?



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Typical stages in transition

- ▶ **“Realisation”** - the point when a person realises they are gender variant. Although this point in time varies greatly from person to person, it’s common for transgender people to speak of their earliest memory of “being different” at around an age of 4-6. But, at such an early age, they are unable to understand and lack the language to be able to express it to those around you. Also, it’s not uncommon for parents to think of it as “just a phase” and something that the person will grow out of - particularly when the family has children of either gender. In this way, it tends to be different to a persons experience of being gay, which, as a generalisation tends to be around the age of puberty.
- ▶ **“Acceptance”** - Often referred to as “coming out”. There are three distinctly different moments at this time, firstly, coming out to yourself and then coming out to someone close, then coming out to the wider population. Each moment can be a significant hurdle for the person to overcome and involve years of reflection and mental distress. Depending on when the person accepts themselves, some of this mental distress can be caused by the impact of others feelings.
- ▶ **“Living”** - At this time, the person is now preparing for the process of “gender re-assignment surgery” (GRS) and is usually under the care of a gender identity clinic. (Not always the case, some trans people will self finance their transition abroad) They will be taking hormones, undergoing psychological evaluations and importantly, living full time in their chosen gender. Here in the UK, the *amount* of surgery a person receives free on the NHS varies greatly across Primary Care Trusts and is sometimes as little as vaginoplasty in the case of MTF or mastectomy and phalloplasty for FTM, so its not unusual for the person to undergo further “cosmetic” treatments after “GRS”. Upon completion of these operations, the person will apply for a “gender recognition certificate” which legally entitles them to be identified in their preferred gender. (Surgery *isn’t* a pre-requisite for applying for this certificate though)



WPATH standards of care

What are they ?

- They're a series of clinical guidelines, intended to provide flexible directions for the treatment of people with gender identity disorders.
- Professionals use the guidelines to understand parameters within which they offer assistance .
- Although they're presented as guidelines, they have become the foundation for treatment of all transgendered people around the world.

Highlights

- Commonly, the standards are modified around the world to take into account cultural perspectives on gender.
- The standards define gender identity as a mental disorder. (This is because the behavioural pattern of the condition can cause mental suffering.)
- They define a difference between “Eligibility” and “Readiness” - this is effectively what sets the basis for the timeframe for “transition”

Transition Process

- ▶ There are 10 stages in the process of transition
- 1. Accurate diagnose of the individual's gender disorder;
 - a. At this stage any co-morbid psychiatric conditions need to be identified
- 2. To counsel the individual about the range of treatment options and their implications;
- 3. To encourage the individual to engage in psychotherapy;
- 4. To ascertain eligibility and readiness for hormone and surgical therapy;
- 5. To make formal recommendations to medical and surgical colleagues;
- 6. To document their patient's relevant history in a letter of recommendation;
- 7. To be a colleague on a team of professionals with an interest in the gender identity disorders;
- 8. To educate family members, employers, and institutions about gender identity disorders;
- 9. To be available for follow-up of previously seen gender patients.



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Bi-gendered people

What's it like being bi-gendered ?

- Although a number of bi-gendered people regularly dress, a number stop and return throughout their lives, depending upon how they feel. Each stop phase is usually associated with a ritual burning or discarding of clothes, associated with the feelings returning stronger than ever....
- Usually bi-gendered people live in secret (in the closet) this can be for a number of reasons
 - Self-doubts
 - Fear of public perception / persecution
- Because of this secrecy - it can be difficult gaining an understanding of how many people are bi-gendered and therefore tailoring services to meet their needs. Often partner and family will be unaware of this “double life”.
- Remember - most bi-gendered are hetro-sexual and monogamous. They are dressing to express feminine feelings rather than attract a homosexual experience.

Issues

- You don't fit into one of societies two traditional genders.
- Fear of discovery / disclosure.
- Finding time the time to do it when you have a family.
- Being taken seriously and treated with respect
- Work - how do I work as both genders ?!?!?!?
- Waterproof mascara.....

Typical questions

- I've found my Husband/Wife is bi-gendered - am I Gay ?
- So, don't want to be a woman / man ? You want to be both ? How is that going to work ?
- How does this affect me as your partner ?
- Where did that lipstick on your shirt come from ?
- ▶ What do you do with your bits ?
- Are those real ?



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Non-gendered people

What's it like being non-gendered ?

- ▶ You will often hear non-gendered people talk of their inability to fit in as they struggle to identify themselves within the gender binary model. This can be a different experience to transgender people, who usually reconcile their “difference” after surgery.
 - ▶ The gender binary model that is prevalent in the western world is by no means the only one. Many cultures, particularly in the middle east and Africa accept a third gender.....
- ▶ Although by no means typical, their experience is similar to bi-gendered people in that they remain in a “state of flux”.
- Intersex people frequently face a long struggle with doctors in order to get honest information about their intersex condition and any surgery which was carried out on them when they were young.

Issues

- There isn't a wealth of information out there for non-gendered people to help them understand themselves.
- Even less of a support network.....
- You can get a gender recognition certificate - but what about a gender non-recognition certificate ?

Typical questions

- I don't feel anything - am I normal ?
- No-one understands me - they want me to be one thing or the other.



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Gender variant Children

“Cemeteries can be pretty bleak places, but when it a grey January sky, it feels about as desolate as you can possibly get.

When you are visiting the grave of a child who killed herself in her early teens, the feeling of despair, gives way to an urge to weep bitterly. It is an urge which I am unable to resist as I do the maths subtracting the date of death from the day she was born. It is one thing to be told she was only 14, but to see it carved in marble..... While I hug one of my last photographs of her.

If you were to look at the picture, you would see a sunny, smiling, apparently bubbly teenager, with long hair and a grey T-shirt. There is nothing in the picture to suggest that she was transgender, but that is the reason she took her life.

When she was 12 I tried to have her put onto hormone blockers to delay puberty. She didn't want to develop body hair, a deep voice or have wet dreams. She had already self-harmed when young, trying to slice her penis off with a pair of scissors.

The psychologists decided to that she should not be given these drugs. She should be given counselling instead. In despair I tried to take her to the United States, but the air fare and the £200 a month cost of these drugs was way beyond my means. Her father had no money either and both sets of grandparents didn't want to know.

Two years later the talking therapy failed, she took a massive overdose and died, having self-harmed, abused alcohol and other substances for more than a year before that. “

Mermaids

- ▶ Although the Beaumont organisations support the understanding of Transgenderism in many areas - we only work with adults ie those over the age of 18. This is typical of most organisations here in the UK.
- ▶ Fortunately, there is an organisation called mermaids which has been specifically set up to support transgendered children and the information presented here has been produced from more detailed data on their website
- ▶ www.mermaids.org.uk

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A partners perspective

In the beginning

“I had been divorced for about 4 years and was beginning to come to terms with being a single mum, when I met my current partner through a dating site.

Initially, I was very apprehensive about taking things to quickly, because I was concerned about protecting my daughter from my dating and possibly introducing someone into her life before we were really sure we were ready for one another.

He always said he was ok with this and it was this along with his attitude to life and behaviours that attracted me to him. He was the complete opposite of my ex husband - he listened and took an interest in me, complimented me on my clothes and was always so easy to get along with - we could chat for ages !!!

Through all this time, I had no idea he was transgendered, he didn't say, ever and when I found out I was outraged - I felt the person I fell in love with was a different person - completely unknown to me. To find out he had been wearing my clothes was a massive betrayal, which left me feeling violated and devalued as a woman”

Issues

- Why didn't he tell me before we got married ?
- Does he/she want to transition ?
- Its just dressing up - its nothing like being a woman, why doesn't he just stop ?
- Is he having an affair ? Is he Gay ?
- He wants to have sex with me while dressed - does that make me Gay ?
- What do I tell my Children ? Our Friends ?
- He/she dressing affects my own sense of gender identity

Typical questions

“ It took time for me to find the right information which helped me understand why he did this and that it wasn't going to stop. This information helped me realise that although he hadn't shared his transgenderism with me from the outset, many of the qualities I had fallen in love with, were actually because of this. We now manage his dressing and go to occasional meeting together - all with his own clothes and makeup !!!”



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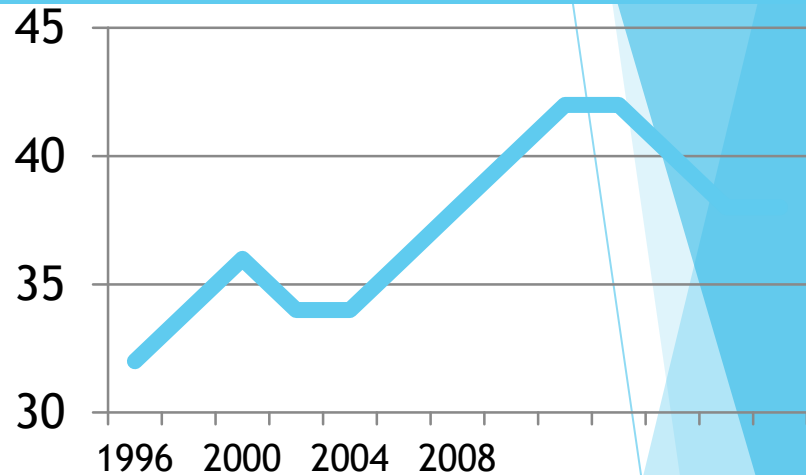
Transgender population statistics

Overview

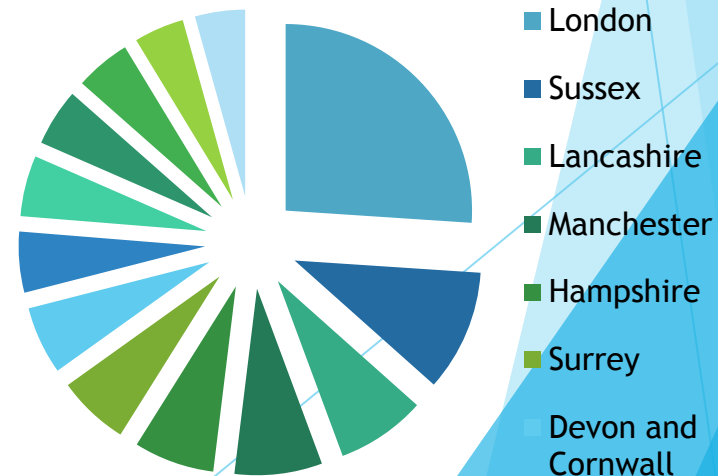
- Approximately **400,000** people in the United Kingdom regularly experience feelings of Gender Dysphoria.
- Of these, as many as **130,000** will explore the route to transition to their true gender identity.
- Its estimated that **30,000** of these people will progress to GRS.
- Currently, the UK process about 3,000 grs operations a year..... quite a backlog.

- These figures are for **MEN** and **WOMEN** who wish to transition and are based upon GRC statistics.
- There are wide differences for the number of people how cross-dress - sometimes as many as 1 in 10 - sometimes as few as 1 in 10,000.

Age at which people transition



Distribution



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Transphobia statistics

Headline

- ▶ There is extremely limited information on the extent of Transphobia Hate Crime within the UK. Most information that you will come across in the public domain will tend to be from the United States of America. The information presented here is an excerpt from the “Engendered penalties report” which was produced by press for change in association with Manchester Metropole University.
- ▶ The survey was based upon 102,000 initial responses to the press for change website between 1998 and 2005, followed by a quantitative assessment of 872 responses to a detailed online survey around Transphobia issues.
- ▶ There were NO responses which allowed an assessment of internal transphobia.....

Adults

- Employment
 - 42% of respondents felt their preferred gender identity would jeopardise their employment.
 - 25% of respondents are made to use the disabled toilet
- Socially
 - 45% of respondents experienced family breakdown.
 - 73% of respondents experience harrassment when out.

Children

- 64% of respondents who identify as trans-men experience harassment.
 - 42% of respondents who identify as trans-women experience harassment.
 - 34% of the transgendered community achieve a degree, though this tends to happen later in life than the UK average
- ▶ Although its accepted that Transphobia and bullying is an issue within schools, statistics are a little unreliable due to a lack of research in this area.



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" The Beaumont Trust is a charitable educational resource for medical, voluntary and lay people looking to learn more about Gender Dysphoria, Transgender issues and related matters. We also offer support to those affected by the issues they raise."

If you would like to re-use this material, please feel free to do so - all we ask is that you reference our organisation and those we quote or reference in where you use it. Alternatively, if you think we have missed something out - please let us know and we will update it accordingly !!!



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Additional info

Transphobia detail



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Internal transphobia

Headline

- ▶ Internalised transphobia is effected by Social Conditioning, Training and life experiences and encompasses
 - Personal - either yours or mine
 - Interpersonal - ours about each other
- ▶ Internal Transphobia therefore tends to manifest itself in terms of
 - Emotional abuse
 - Both in terms of “you” to “me” but also “me” to “you”
 - Physical abuse
 - Tends to be more from “you” to “me” - commemorated around the world now in the “Transgender Day of remembrance”

“You”

- ▶ Depending on your perspective and how you are introduced to the transgender community...
- ▶ Women can tend to feel
 - Threatened sexually.
 - Loss of self identity.
 - “No uterus - no opinion”
- ▶ Men can tend to feel
 - Because I dress like this - I must be “up for it”
 - “All a bit of a joke really”

“Me”

- ▶ Depending upon my own sense of self worth and experience of how “you” treat me.....
- ▶ Internally
 - I might hate myself and my own body
 - Even if I transition - I’m not a real woman.
 - I might not identify with the LGBT community - or it might not identify with me !!!
- ▶ Externally
 - I can get so used to fighting for recognition and my rights - I can lose sight of what you are prepared to do for me.....



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External transphobia

Headline

- ▶ Externalised transphobia is effected by organisations mainly through lack of awareness, training
 - Institutional -Not just the police (who in my experience are very good) or NHS but also businesses
 - Cultural - Communities
- ▶ External Transphobia therefore tends to manifest itself in terms of
 - Lack of opportunity
 - Not only for the transgendered person, but also the organisation too. (Happy employees are more productive employees, their diversity makes for a richer organisation)
 - Physical abuse
 - Tends to be more from “you” to “me” - commemorated around the world now in the “Transgender Day of remembrance”

Employment

- ▶ Although the Gender recognition act protects many rights of transgendered people - employment can still raise difficult questions.....
 - Loss of position. Based upon their image after transition, it's not uncommon for people to be positioned in the “back office”
 - Loss of pension. Strange as it sounds - transition can effect your pension rights !!!
 - No business, no matter how accepting can protect transgendered people from the actions of its employees totally.

Healthcare

- ▶ Transgender people depend heavily on the health service for support, unfortunately.....
 - It's extremely variable up and down the country.
 - Many GPs and service providers receive little training on transgender issues
 - Of those that do, or go on to specialise in it, some lose sight of the person and their needs “Treat the textbook”
 - Even worse - some can lower the standard of care they give.....



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Additional material

Role-playing scenarios



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Setting the scene

- These Role-playing scenarios are based on real-life situations to help and encourage participants to explore transgender people feelings and how prejudice and social attitudes affect transgender people.
 - Depending upon the scenario your group has got - you'll need either one or two volunteers to play the role of the trans person, who should take 5 minutes to read the role, before summarising it for the group. The group should then question the volunteer(s) to help explore the scenario to gain an understanding for about 10 minutes, before closing the scene with a short summary.
 - THIS ISN'T A TEST !!!! There are no points awarded for correct or incorrect answers - because there aren't any !!! Just explore the scene as your feelings, experience and ethics guide you - and have fun !!!
- Questions for the volunteer to consider
 - How do you feel about being transgender?
 - What does you feel about society, and your place in it?
 - How do you feel about the way you have been treated ?
 - Do you feel the group discriminated against you ?
 - How do you feel in your gender identity ?
 - How do you feel about your sexuality ?
 - Questions for the group to consider
 - How did participants feel about their character?
 - What did they learn about the character's feelings and experiences?
 - Has the person been discriminated against in society?
 - Have their opportunities been affected?
 - How might they have experienced stigma and discrimination in these areas: (work, family, medical services, financially, relationships)



“Belinda”

- ▶ This scenario requires one volunteer - Belinda
- ▶ You are Belinda, a 40 year old transgendered male, born with a male body and raised as a boy. You are 6ft 6 tall.
- ▶ When you were 15 you told your GP that you felt like you had been born with the wrong body and felt you should be a woman. The doctor told you not to be ridiculous and advised you that you should join the army.
- ▶ This happened 25 years ago and after that experience (you were called Mark at the time) you tried to get on with your life as a man. After years of trying to suppress your feelings of being a woman, you realised you had to do something about it because you were finding it more and more difficult to cope with your feelings.
- ▶ You are now living as a woman and have started taking hormones. It has been a difficult time for you - among your problems is the fact that you have been experiencing verbal abuse in your neighbourhood. There is also the issue of your height and build.....



“Adam”

- ▶ This scenario requires one volunteer - Adam
- ▶ You are Adam. Adam is 25 years old, born with a female body and raised as a girl. In your early twenties you went to the doctor because you wanted to live as the man you always felt you should be.
- ▶ Your family rejected you and you started taking a lot of alcohol and drugs to cope. You have now been taking testosterone for 1 year and nobody at your work knows of your past. You're hoping to get surgery soon to remove your breasts because you have to bind them every day in order to pass as male.
- ▶
- ▶ This is extremely uncomfortable !!!! It restricts your breathing and you have to wear many layers of clothes to cover up. You are attracted to men and want to live as a gay man, but have not come out yet.
- ▶ You do not know who to talk to about this and do not think gay men will accept you.
- ▶ You don't want to tell people who know you that you are gay because you think they will not accept you as a man if you do. You're happy you now look like a man, largely because of the hormones, but you believe that you will always be alone.



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“Carl”

- ▶ This scenario requires two volunteers - “Carl” and his wife
- ▶ Your character is called Carl. He is a married man and has 2 children. You’ve enjoyed dressing in women’s clothes since childhood and still do this when you’re at home alone. You are happy being a man and has no inclination to be a woman.
- ▶
- ▶ You simply enjoy occasionally dressing up. You’ve tried to stop doing this in the past, but found that trying to stop made you think about it even more. You have always kept this a secret from your family, but recently your wife got home early and found you wearing a skirt.
- ▶
- ▶ She is now threatening to leave you and not let you see the children. You have tried to explain to your wife that you love her and the children and that you don’t understand why it’s ok for your wife to wear your shirts, but you’re not allowed to wear skirts.
- ▶
- ▶ Your wife thinks you are a pervert and that you should see a psychiatrist, but you believes there’s nothing wrong with you and that it is society that’s wrong.
- ▶



“Denise”

- ▶ This scenario requires one volunteer - Denise (Two if you're brave !!!)
- ▶ You are Denise, you hate all trans people and think they are freaks. You've never actually met any trans people (to your knowledge.....!!!) but have lots of opinions about them and you're very open about sharing your thoughts and opinions in the belief that you are right.
- ▶ You work as a team leader in a call centre and on a work night out you started making jokes about trans people in the belief that you were very funny. This was confirmed because most of the group you were with all joined in by laughing and making additional comments.
- ▶ You are a single woman and like to think of yourself as an modern girl and a bit of a laugh.
- ▶ Some of the people around you on the night out and at your work centre do not agree with your views, but do not challenge you.
- ▶ (If you're feeling really brave and adventurous - you can introduce a trans person into Denise's call centre.....)

