

## Joanne Lockwood on Inclusivity: Valuing Talent as Individuals within the Recruitment Process - Transcript

**Interviewer:** Hi, Jo. Thanks for taking part in the ClickIQ Academy.

**Joanne Lockwood:** Thank you for inviting me.

**Interviewer:** What are the challenges that trans people face when engaging with the recruitment process?

**Joanne:** Trans people like many people with a minority characteristic often have a lot of anxiety with engagement with recruiters. Generally, that's the good reason. Society still sees trans people as less typical. A lot of people don't understand trans people. Trans people themselves are uncertain about their worth and value, especially if they're very early in that transition period.

Those trans people that may be transitioned many many years ago, probably will conflict their inability and conflict their own skin. This has taught really about the people who are maybe going through that early stage transition or at a point where they really haven't got a lot of experience in their trans identity. One of the problems they face really is this fear of rejection. Do they trust their employer? Will they trust the recruitment agent? Will they trust the first person they engage with in this process? Often that's again for good reason because their experience will show. Often they get denied opportunity because of their trans status or the transness of them.

What we're going to be careful here is that employers need to ensure that when they engage, that they are truly inclusive and they understand that all people as simple as making sure they understand the right pronouns to use. It's not a beauty competition. Often we still judge people by how great they look. If we expect to see a man and if someone really handsome tools, suaves, sophisticated like yourself and if you're interviewing a woman, you're looking for someone who's attractive, and that's still the de facto where the world, beauty.

Trans people often don't fit society's norms when it comes to the beauty standards or perceptions. We have to recognize the person you're sitting in front of may not be like you, may not sound like you, may not sound like the person you're expecting. If you interview me over the phone, or when you meet me face to face for the first time, I may not look like the Joanne you're expecting, in which case you have to better interview me or engage with me and respect that.

I don't want to see a roll of the eyes and uncertainty, anxiety from you because your body language to me is going to cause me to feel anxious as well. I think that's the biggest problem. Anxiety on both sides, fear of getting it wrong. Often when people engage with the recruitment process, they feel that the difficult option and recruiters aren't putting enough emphasis on employment for all and really meaning it walking the talk.

I know many, many trans friends who are anxious about being open or changing jobs. They're worried that income will be severely affected. I know people who are CFOs of large

international corporations with 300, 400k salaries really worried about being open about who they are because they fear. Again, this is not unjustified that they will be unmarketable, unemployable, or they'll have to take a significant car and end up in the private sector or in the third sector, because traditionally those have been seen to be more accommodating.

What I want to see here in the world is where people really are valued for who they are. Whether it's the trans, whether the LGBT, other ways, have a disability, whatever might be with us treated as valuable resourcing, valuable talent, we're recognized for what we can do. That's the challenge, I think, that trans will face in the recruitment processes being treated as an individual and to be valued, not seeing it was difficult and awkward or disruptive.

**Interviewer:** Thank you. Excellent. Thanks for that.

**[00:03:59] [END OF AUDIO]**