

DEI Glossary

Diversity, Equity and Inclusion



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Words are important. Language is powerful and what we say matters. Language is constantly evolving, and we need to regularly update our language to ensure that it reflects our commitment to being an inclusive organization.

As part of our efforts to strengthen our work on diversity, equity, and inclusion, we have developed a list of words and concepts that are useful to know as we delve deeper into these issues. It is a tool to strengthen our ability to express ourselves in a way that respects and includes all people. We want to create an environment where everyone feels seen, heard and respected. We also want to raise awareness of our language and its impact on others. We see it as an opportunity to create a better understanding of each other and the different experiences of others.

We hope and believe that the glossary can help create a common understanding of words and concepts that are important to know when creating a workplace characterized by equality. By expanding our vocabulary and becoming comfortable

with concepts that may be new to us, we are setting ourselves up for important conversations and taking a step closer to an inclusive and equal organization.

As an organization, we are on a learning journey where we want to get better at working with diversity and making everyone feel included. It will not always be easy; we will all say the wrong thing sometimes and we need to understand that. Mistakes are an opportunity to learn. However, we need to take responsibility if we happen to express ourselves in a way that hurts someone else. We will apologize and learn from it.

As language is updated and changes over time, the glossary is a living document. We recognize that the glossary is not complete and encourage everyone to actively contribute to its development.

The words are presented in alphabetical order.

Thank you for being part of the important work for an inclusive and safe organization.

Accessibility means that organizations are usable by everyone without discrimination. It involves access to information and physical accessibility, including the adaptation of premises. Lack of accessibility is when a person with a disability is disadvantaged because accessibility measures have not been taken.

Belonging is a basic psychological need. We feel that we belong when we are fully included in a particular group. When we can be ourselves, are accepted and appreciated for our unique contributions and experience a high level of security.

Bias affects our decision-making ability through various preconceptions, assumptions, or systematic misconceptions we hold, which in turn affect how we interact with others. These biases can be both conscious and unconscious.

Bullying is when someone is systematically victimized over a long period of time.

A **cisgender person** is a person who identifies with the gender assigned at birth. The concept of cisgender came about to describe the norm. The word 'cis' is Latin and means roughly 'on this side of'. Cis has nothing to do with sexuality.

Disability results from the interaction between persons with impairments and the attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others. Persons with disabilities/disabled people include those who have long-term physical, mental, intellectual, or sensory impairments. A disability may result from an illness or other condition or from a congenital or acquired injury. Such diseases, conditions or injuries may be permanent or temporary.

Discrimination is when someone is treated unfairly or less favourably than someone else. According to discrimination legislation in Sweden, it is discrimination when someone is disadvantaged because of gender, transgender identity or expression, ethnicity, religion or other beliefs, disability, sexual orientation, or age. We have also chosen to include language, in accordance with the Council of Europe recommendation. Discrimination can be both direct and indirect.

Diversity means the full range of different social backgrounds, identities and perspectives that make up an organization. It includes, but is not limited to, gender identity, ethnic origin, nationality or citizenship, age, disability, language, political opinions, religious beliefs, social background, sexual orientation, physical appearance, colour and racialized identity. A diversity of perspectives refers to the way different individuals perceive, analyze and look at things from different points of view, based on both characteristics and what has shaped them.

Functional variation concerns all people and describes the fact that all functional abilities vary throughout the population. It is not about functioning better or worse, but about being different. For example, not only is intellectual disability a functional variation, but average ability or very high intellectual ability are also functional variations.

Equality means that all individuals are of equal value and should be treated equally well. They should be given the same opportunities, rights and resources.

Equality data is a method used to produce knowledge in an ethical, legally secure, and scientific manner that can form the basis for active equality and inclusion work. The method is based on anonymity and self-identification.

Equity focuses on providing resources and support in proportion to individual needs and circumstances. This means that some individuals or groups may need more resources or support to achieve the same level of participation and success as others, taking into account their unique challenges and circumstances.

Foreign background is according to Statistics Sweden's definition – foreign-born and domestic-born with two foreign-born parents.

Gaslighting describes the psychological manipulation of an individual, making them question their own truth and mental health. Gaslighting usually occurs in situations where one party does not feel marginalized and privileged in relation to the other party.

Gender is the socially constructed roles, behaviours, activities, and attributes that a given society considers appropriate for individuals based on the sex they were assigned at birth.

Gender equality refers to equality between women and men. In other words, women and men should have the same rights, opportunities, and obligations in the organization, as well as influence and power over decision-making processes.

Gender identity is each person's deeply felt internal and individual experience of gender, which may or may not correspond with their sex assigned at birth or the gender attributed to them by society. "Trans", "transgender" and "non-binary" are umbrella terms representing a variety of words that describe an internal sense of gender that differs from the sex assigned at birth and the gender attributed to the individual by society.

Gender expression is how someone expresses what can be called their social

gender. For example, through clothing, body language, make-up, or hairstyle.

Harassment is behaviour that violates someone's dignity and is related to one of the grounds of discrimination. It may involve comments, derogatory jokes, gestures, or ostracism.

Indirect discrimination is when a rule or practice that applies to everyone disadvantages some people because of their gender, age, ethnicity, disability, transgender identity or expression, faith, sexual orientation or language.

Inclusion is the active actions that an individual encounters every day. Behaviour, treatment, group norms, leadership, and structures. In an inclusive environment, a person can be themselves and at the same time feel a sense of belonging. Individuals are treated as part of the community, valued for their uniqueness and have the opportunity to contribute, regardless of their background and perspective. Inclusion also means removing structural barriers and creating conditions for individuals to feel welcome and respected in the organisation.

Intersectionality is a perspective that assumes that different power structures interact and can reinforce each other. Through an intersectional analysis, we can better understand how superiority and subordination are created and maintained in the interplay between different identities, including gender, class, age, disability, and religion. In other words, an intersectional analysis does not just consider a single identity but examines how several identities interact and influence each other.

LGBTQA+ is an abbreviation for lesbian, gay, bisexual, transgender, queer, intersex or asexual people. Other non-normative identities are represented by the '+' sign.

Master suppression techniques are ways to exercise power or maintain social superiority. Often by men against women. The five techniques of domination are: invisibility, ridicule, withholding information, double punishment, and the imposition of guilt and shame.

Microaggressions are subtle actions, words or attitudes that are patronizing, discriminatory or abusive towards people who do not belong to the norm. Those who engage in microaggressions may do so unconsciously. The comments and questions asked are often deeply rooted in the culture. As microaggressions are not openly expressed, they are more difficult to respond to and identify. Victims often doubt their own perceptions and the other person's intentions and often try to find explanations for the behaviour other than discriminatory intent. This makes it difficult to address and respond, which can contribute to feeling helpless as the feeling of stress is activated but you don't know how to respond because it was so "small". Micro-aggressions are a collective term for micro-attacks, micro-insults and micro-invalidations.

Microaggressions are explicit and deliberate discriminatory acts, such as derogatory comments, jokes with racist or homophobic undertones and various forms of social exclusion.

Micro-insults are subtle, often unconscious and based on discriminatory stereotypes.

Micro-invalidation means that individuals in a dominant position communicate in a way that invalidates or renders invisible the opinion, feeling or experience of the victim. The term gaslighting is often used synonymously.

Minority stress is a specific type of stress that can occur in people belonging to minority

groups. It is a concern about facing, or risking facing, negativity in society based on group membership. This anxiety is based on the experience of not being seen as equal to other people in society who belong to the norm. Minority stress is constantly present, regardless of the stressful situation or not, and can have detrimental effects on a person's physical and mental health.

Non-binary is a person who does not feel like a woman or a man. Non-binary does not mean the same thing to everyone who defines themselves as such. Some people feel that they are both girls and boys, others that they are in between the two categories. Some non-binary people suffer from gender dysphoria and need to change their bodies with hormones and/or surgery. Sometimes non-binary is used as an umbrella term for different gender identities that do not follow the two-sex norm.

Norms are unwritten rules, ideas and ideals about how one is expected to be, live and look. They provide a framework and are a prerequisite for us to function together. In many cases, norms can be positive, such as creating order. Other norms, such as those relating to appearance, language or sexuality, can have a negative impact by leading to poor treatment or discrimination for those who do not fit the norm. This can be both conscious and unconscious. Norms do not arise by themselves. We humans create them, and we can also question and change them.

Norm criticism is used to question and work against norms that are exclusionary to groups that break the norm.

NPF (Neuropsychiatric Disabilities) is an umbrella term for several different diagnoses. What they have in common is that they affect the way the brain works. The most common disabilities are ADHD, autism, Tourette's syndrome, and language disorders.

Othering is portraying someone else as foreign.

Postcolonialism is a field of research that analyses the impact of colonialism on the contemporary world. It makes visible and problematizes the formation of knowledge and provides a broader view of history. Postcolonial contemporary is used to emphasize that we live in a society and a world where colonial and racist structures still affect us.

Protection is defined in the Swedish Red Cross Protection Policy as all activities aimed at protecting every person from violations of their rights under applicable law. Protection should address the causes, consequences and circumstances of violations. Protection aims to ensure that authorities and other actors fulfil their obligations and respect the rights of individuals.

Racialization can be explained as a social process whereby people are categorized based on notions of 'race' and cultural or appearance attributions. The process of racialization involves attributing certain group characteristics to someone, based on appearance, based on society's ideas of 'race'. A person is not racialized, but becomes racialized.

Racism is a system that sorts and ranks people based on stereotypes of race, ethnicity, culture, nationality, or religion. It creates and maintains an unequal distribution of status, privileges, resources, rights, and opportunities to people on the basis of their presumed race and normalizes the order of power created. Racism is used as a tool of power. Race is a product of racism and not the other way round.

Racism is dynamic, changing in time and space, and is maintained, recreated, and socially justified through practices, changing ideologies, through institutional and everyday actions, and through various

forms of violence. Racism is something that is both thought and practiced. Racism can be visible and individual, consisting of individual actions, with specific intentions, against subordinated individuals and groups. Racism can also be hidden and structural and is practiced through structural, both unconscious and conscious relationships between superior groups and subordinate groups in a society. Racism has different expressions in anti-blackness, Islamophobia, anti-Gypsyism and racism against the Sami, but rests on the same foundation. Racism creates inequality and harms not only the victim of racism but also society as a whole.

Retaliation means punishing someone for reporting or participating in an investigation of discrimination. Being scolded or threatened after reporting an offence is an example of retaliation.

Resource group is a group that brings together volunteers and employees with similar experiences or backgrounds based on the seven grounds of discrimination. The aim is to create a safe place to discuss experiences. The group is given an opportunity to raise suggestions and improvements to increase inclusion in the organization.

Safeguarding is our responsibility to take steps to keep people safe from all forms of harm caused by the abuse of power. As an organization, we have a responsibility to ensure that employees, volunteers, programmes or communications do not harm or expose children or adults to abuse or exploitation. Safeguarding also includes protecting staff and volunteers from harm and inappropriate behaviour such as sexual harassment.

Vicariously offended is when someone is offended in solidarity with those who are being offended, even though they are not personally affected by the action. It involves a kind of outrage on behalf of others.

Sexual harassment refers to any unwelcome sexual advance or unwanted verbal or physical conduct of a sexual nature. Sexual harassment violates someone's dignity. It is the victim of harassment who decides what is unwanted or offensive.

Stereotype threat refers to the risk of confirming the negative stereotypes of an individual's group affiliation. This can create stress and unhealthy vigilance in the victim. For example, a new employee who is unsure whether they belong in the workplace may look for signals, both negative and positive, as to whether they are welcome or not. It can also be a fear of confirming negative stereotypes about their group.

Stigmatization means that a group, which is considered to deviate from the norms and is seen as less worthy in society, is singled out and associated with negative stereotypes. Stigmatization always occurs under unequal power relations and can have major consequences for the opportunities of the stigmatized in society. The original meaning of Stigma comes from a Greek word that means: to mark or puncture wound.

Tokenism is the symbolic act of being inclusive or displaying greater diversity, without addressing structural problems. To give the appearance of being an inclusive and equal organization.

Victimization is an action directed at one or more employees in an offensive manner that can lead to ill health or exclusion from the workplace community. To offend means to humiliate someone or some people by word or deed. Special treatment means being treated differently from others in an incomprehensible and unfair way.

Whiteness is a word that can be used to indicate that white people also have a skin colour and an ethnicity. Since skin colour and ethnicity are otherwise words that appear much more often when talking about people who are non-white.

The whiteness norm is a social construction and should be understood as the product of racialization. When people are racialized as white, it means that they are seen as neutral, as mere human beings. In Sweden, whiteness is normative and serves as a marker of Swedishness and Westernisation. The whiteness norm means that being white is seen as positive, desirable, and normal. The fact that society is characterized by a whiteness norm means that people who are white have social, economic, and political privileges.

White fragility describes common white defense reactions that make it more difficult to discuss and counter racism. It can involve attitudes and rejection of racism, such as "I don't see skin colour" or "how can you think I'm racist?" It results in a denial of the existence of racism.

White paternalism refers to a relationship between a superior and a subordinate party. The relationship is characterized by a protective attitude on the part of the stronger party. Paternalism is based on the assumption that people in power (white people) look out for the good of the protected and are more capable of promoting it than the protected themselves.

White saviourism is the belief that the white population must save people in low-income countries, as they are not considered capable of doing so themselves.