UNDERSTAND:
- Gender does not determine sex and sex does not determine gender;
- Transgender identity is part of human diversity. It is not something to be
  fixed and it is no less "normal" than non-transgender identities.
  (...REALLY, there is no such thing as "normal"...);
- The transgender community is amazingly diverse; it includes people of all
  races, sexualities, sexes, classes, sizes, religions, ages, kinds of ability,
  political convictions, etc. Transgender individuals and communities can
  never be represented by just one individual or a generalization;
- Gender identity is not the root of all other issues for an individual; gender
  identity is neither more or less important than other identities such as
  race, ethnicity, sexuality, class, religion, nationality, etc.;
- Not all trans people are interested in hormones or surgery;
- Being a trans person’s friend does not necessarily make you an ally;
- You do not have to be a transgender person or an expert on transgender
  issues to support transgender people; transgender people need allies in
  the same way that all oppressed and marginalized communities need
  allies.

DO:
- As often as possible, ask politely what pronouns and name a person prefers
  you use when referring to them. "What would you prefer to be called?"
  "What pronouns do you use/prefer?"
- Respect the rights of transgender people to define themselves;
- When in doubt:
  - Use "crossdresser" instead of "transvestite"
  - Use "intersex" instead of "hermaphrodite"
  - Use "two-spirit" instead of "berdache"
- Educate yourself on issues that are of importance to transgender
  individuals and communities;
- Educate other potential allies about transgender issues and allyship.
- Ask questions respectfully; recognize that it make take a lot of energy and
  courage for transgender people to hear and answer your questions and
  they are justified in not answering any questions that make them
  uncomfortable;
- Think about how relevant a question is before asking it. For instance it is
  totally irrelevant how a trans person has sex if you’re asking them for
  help on a math equation;
- Be open to discussions about gender and how it affects situations in your
  life and in the lives of those around you;
- If you don’t know the answer, try to find someone who does/GOOGLE IT!
- Take transgender people and their concerns seriously, even if you do not
  understand their concern or why it is so important to them.
- Challenge gender assumptions and transphobia whenever possible.
• Accord transgender people the same credibility, privacy, respect and courtesy that you would desire.
• Incorporate transgender issues and individuals into your conversations and work.
• Be a visible ally by using trans-friendly language, such as “he, she or they,” or “men, women, and trans people.”
• Be prepared ahead of time to address the concerns of transgender individuals, including questions about resources, facilities, policies, etc.
• Focus on accommodating the situation to the person, rather than the person to the situation (for example, not “what should we do with you on this hall” but “what kind of hall situation would give you the same quality of life and positive atmosphere that all students should have?”)
• View transgender as a positive identity rather than a tragic or confused situation.

DON’T:
• “Out” a transgender person without their express permission;
• Assume an individual’s sex or gender identity based upon their appearance.
• Refer to a transgender person as “it” or as a “he-she” or “she-he,” unless the individually has specifically asked you to refer to them in such a manner.
• Put the chosen name, chosen pronouns, or self-identification of a transgender person in quotation marks; this conveys a belief that the individuals chosen name, pronoun or identity is ultimately invalid or false.
• Ask what a person’s “birth/legal” name is unless it is relevant. Furthermore, don’t call it their “real” name as if the name they like to be called by is fake or invalid;
• Ask transgender people about their body, genitalia or sex lives in any situation where you would not ask a non-transgender person about their body, genitalia or sex life.
• Talk to trans people about only trans stuff, or bring up “the surgery.”
• Assume that, because you cannot visually identify anyone in a room as transgender, there are no transgender people present.
• Question a transgender person’s assessment of whether an incident was transphobic; it is highly likely that they are much more practiced than you are in recognizing transphobia and its impact on their life.
• Assume the experiences of all trans people are the same and hence treat their opinions/experiences as representative of the whole trans community;
• Place labels on individuals; mirror their language and self-identification instead.