

Communicating Respectfully in a Diverse World

Techniques for Speaking Up

(1) Assume Good Intent and Explain Impact

Personal - "I know you mean well, but that hurts."

(2) Ask a Question

Personal or Pro-Active Ally - "What do you mean?"

Pro-Active Ally – "How do you think Akhmed would feel if he heard you say that?"

(3) Interrupt and Redirect

Personal or Pro-Active Ally - "Let's not go there."

Pro-Active Ally – "Hey, wait a minute, that's what Michelle has been saying." [In context where a man proposes an idea and gets a positive response, but the same idea was suggested earlier by a woman in the group.]

(4) Broaden to Universal Human Behavior

Personal or Pro-Active Ally - "I think that applies to everyone."

(5) Make It Individual/Personal

Personal or Pro-Active Ally - "Are you speaking of someone in particular?"

Pro-Active Ally – "I found out that my granddaughter is lesbian and I realized that when we make these comments, we're talking about her."

(6) Say "Ouch!"

Personal – Simply say "Ouch!"

(7) Appeal to Empathy

Pro-Active Ally – "Can you think of a time when you felt like you didn't belong?"

* This workshop is adapted from a program developed by Leslie C. Aguilar entitled *Ouch! That Stereotype Hurts* and *Ouch! Your Silence Hurts*.