RESPONDING TO MICROAGGRESSIONS AND BIAS

(Can be used alone or in combination)

➢ SAY STOP.
  o “Just stop. It’s not funny.”
  o “Come on. Cut it Out.”

➢ RESTATE OR PARAPHRASE.
  o “I think I heard you saying ____________ (paraphrase their comments). Is that correct?”

➢ ASK FOR CLARIFICATION OR MORE INFORMATION.
  o “Could you say more about what you mean by that?”
  o “I’m wondering how you have you come to think that?”

➢ SEPARATE INTENT FROM IMPACT.
  o “You probably didn’t realize this, but when you (comment/behavior), it was hurtful/offensive because ____________. Instead you could ____________ (different language or behavior.)”

➢ SHARE YOUR OWN PROCESS.
  o “I noticed that you ____________ (comment/behavior). I used to do/say that too, but then I learned...”

➢ EXPRESS YOUR FEELINGS.
  o “When you ____________ (comment/behavior), I felt ____________ (feeling) and I would like you to ____________.”

➢ CHALLENGE THE STEREOTYPE.
  Give information, share your own experience and/or offer alternative perspectives.
  o “In my experience ____________.”
  o “I think that’s a stereotype. I’ve learned that ____________.”
  o “Another way to look at it ____________.”

➢ PROMOTE EMPATHY.
  Ask how they would feel if someone said something like that about their group, or their friend/partner/child.
  o “I know you don’t like the stereotypes about ____________ (their group), how do you think he feels when he hears those things about his group?”
  o “How would you feel if someone said that about/did that to your sister or girlfriend?”
➢ TELL THEM THEY’RE TOO SMART OR TOO GOOD TO SAY THINGS LIKE THAT.
   o “Come on. You’re too smart to say something so ignorant/offensive.”

➢ MIRROR.
   Repeat what they just said or did.
   o “Where are YOU really from?”
   o “Can I touch YOUR hair?”

➢ PRETEND YOU DON’T UNDERSTAND.
   As people try to explain their comments, they often realize how silly they sound.
   o “I don’t get it…….”
   o “Why is that funny?”

➢ USE HUMOR.
   Exaggerate comment, use gentle sarcasm.
   o “She plays like a girl?” You mean she plays like Serena Williams?” Or Mia Hamm?

➢ POINT OUT WHAT THEY HAVE IN COMMON WITH THE OTHER PERSON.
   o “I’m tired of hearing your Muslim jokes. Do you know he’s also studying ____________ and likes to ____________? You may want to talk with him about that. You actually have a lot in common.”

➢ APPEAL TO VALUES AND PRINCIPLES.
   o “I know you really care about ____________. Acting in this way really undermines those intentions.”

➢ W.I.I.F.T. (What’s in it for them?)
   Explain why diversity or that individual/group are helpful/valuable.
   o “I know you’re not comfortable with ____________ but they can help us reach out to/better serve other groups on campus/in the community.”
   o “In the real world, we are going to have to work with all sorts of people, so might as well learn how to do it here.”

➢ REMIND THEM OF THE RULES OR POLICIES.
   o “That behavior is against our code of conduct and could really get you in trouble.”

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