



RESPONDING TO MICROAGGRESSIONS AND BIAS

(Can be used alone or in combination)

- **SAY STOP.**
 - “Just stop. It’s not funny.”
 - “Come on. Cut it Out.”
- **RESTATE OR PARAPHRASE.**
 - “I think I heard you saying _____ (paraphrase their comments). Is that correct?”
- **ASK FOR CLARIFICATION OR MORE INFORMATION.**
 - “Could you say more about what you mean by that?”
 - “I’m wondering how you have you come to think that?”
- **SEPARATE INTENT FROM IMPACT.**
 - “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.**
 - “I noticed that you _____ (comment/behavior). I used to do/say that too, but then I learned...”
- **EXPRESS YOUR FEELINGS.**
 - “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.

 - “In my experience _____.”
 - “I think that’s a stereotype. I’ve learned that _____.”
 - “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.

 - “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?”
 - “How would you feel if someone said that about/did that to your sister or girlfriend?”



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- **TELL THEM THEY'RE TOO SMART OR TOO GOOD TO SAY THINGS LIKE THAT.**
 - "Come on. You're too smart to say something so ignorant/offensive."

- **MIRROR.**

Repeat what they just said or did.

 - "Where are YOU really from?"
 - "Can I touch YOUR hair?"

- **PRETEND YOU DON'T UNDERSTAND.**

As people try to explain their comments, they often realize how silly they sound.

 - "I don't get it....."
 - "Why is that funny?"

- **USE HUMOR.**

Exaggerate comment, use gentle sarcasm.

 - "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.**
 - "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.**
 - "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.

 - "I know you're not comfortable with _____ but they can help us reach out to/better serve other groups on campus/in the community."
 - "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.**
 - "That behavior is against our code of conduct and could really get you in trouble."

Adapted from: Goodman, D. (2011). *Promoting Diversity and Social Justice: Educating People from Privileged Groups (2nd ed.)*. New York: Routledge.

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