

## Responding to Bias

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(When you hear, experience or witness a micro-aggression, something homophobic, racist, ableist, sexist or otherwise offensive.)

1. Breathe.  
Take a deep breath. It takes some courage and presence to be ready to challenge oppression because you know you will create discomfort, even if the person you are interrupting or others in the room may appreciate or benefit from it in the long run.
2. Name It.  
Name the oppression the comment or action perpetuates. Get clarity from them, that they understand, i.e., ask, “Do you know what that word means?” Tell them exactly what they just said or did and name the oppression they contributed to (“What you just said was hurtful to me. You were using a person’s identity as a put down.”).
3. Give Information.  
This may include how the comment is oppressive or how it makes you feel. Tell them why it was offensive and/or oppressive.
4. Give A Direction/Share a Resource.  
Tell the person what they can do instead or what should they remedy or never do again. (“ I have a great article I can lend it to you or we could talk about it over coffee tomorrow.”)

### Accepting Feedback

(Someone tells you that **you** just committed a micro-aggression, made an offensive comment, did or said something biased, or stereotyped an individual or group of people.)

1. Breathe.  
Take a deep breath. Ask a question but only to clarify, not to argue.
2. Apologize and Listen Carefully.  
Understand what it was that you said or did that they are trying to call your attention to.
3. Thank Them.  
Do this genuinely. Remember it probably wasn’t easy or comfortable for them to tell you that something you said or did was offensive.
4. Take Action.  
This may take some reflection. First, do what you can: apologize, don't do or say the offensive comment again, better educate yourself, work to make things better, i.e., change a policy or go Away and think further about what was said. Don't ask them to solve it for you.