6 TECHNIQUES for Speaking Up: Calling people “in” not “out”

Assume Good Intent and Explain Impact
- Respond with the perspective that the person did not mean any harm.
  “I know you mean well but...”
- Explain the impact of the comment.
  “For me, that means...” OR “When I hear that it hurts because...”

Ask a Question
- Asking a question allows the other person to think about what they have said and provides space for increased understanding.
  “What do you mean?”

Interrupt and Redirect
- Sometimes it’s effective to simply stop the conversation and redirect it to a more positive subject.
  “Hey, let’s not go down that path! Let’s get back to the task at hand.”

Broaden to Universal Human Behavior
- Encouraging the person to see that the behavior or characteristic is common among most people and not just one group. This helps discourage stereotyping.
  “I don’t think it’s a gay thing, I think that is true for most people.”

Make It Individual
- Encouraging the person to see that the behavior or characteristic is not true for all people in a particular group helps discourage stereotyping.
  “Are you speaking about all managers, or someone in particular?”

Say OUCH!
- At times we are caught off guard, or do not have the energy to explain the impact of a comment. However, it is important to say something to let the person know that what was said was hurtful. Ouch is a simple, easy way to speak up!
  “OUCH!”

Office of Diversity, Equity and Inclusion, Washington University School of Medicine
Four Steps for Receiving Feedback

**Appreciation** for the person bringing this to your attention.

- “Thank you for pointing this out to me.”
- “I’m grateful for you taking the time to talk with me”

**Acknowledge** you did or said something wrong or that hurt or harmed someone.

- “My comment was out of line.”
- “I realize now why that may have offended you/the patient.”

**Accept** responsibility and express remorse

- “I sincerely apologize for the hurt/harm my actions caused you/the patient.”
- “I take full responsibility for their impact regardless of my intentions.”

**Action** make amends to change your behavior in the future

- The best apology is a change in behavior-this is the part that will bring true healing.
- Listen to feedback you receive and take time to reflect on changes you need to make.