

## 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!”**

## 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.**