

RESPONSES TO BIASED COMMENTS AND ACTIONS--A CHECKLIST

WHAT WORKS:

- 1. Use a calm tone and demeanor
- 2. Question where the person got information
- 3. Remember that bias is learned from
family, friends and society--no one is
inherently racist, sexist, etc.
- 4. Give new information without lecturing
- 5. Reject the behavior, not the person
- 6. Recognize the person's feelings
- 7. State your feelings
- 8. Take time to cool off before discussing the
incident
- 9. Set limits
- 10. Take the problem to a third, neutral party

WHAT DOESN'T WORK

- 1. Loud voices and shouting
- 2. Labeling
- 3. Lecturing
- 4. Violence
- 5. Assigning guilt or blame
- 6. Trading insults
- 7. Aggressive body posture
- 8. Public humiliation
- 9. Denial