

Practice / Application

“Never doubt that a small group of thoughtful, committed individuals can change the world; indeed, it’s the only thing that ever does.”

– Margaret Meade

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Just one person speaking up can inspire others to do the same.

OUCH! That Stereotype Hurts



Communicating Respectfully in a Diverse World

*“We must be the change
we want to see in the world.”*

– Mahatma Gandhi

Based on the book by Leslie C. Aguilar

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Your voice will make a difference.

OUCH! That Stereotype Hurts

Goal

Explore communication skills for promoting inclusion and respect in the workplace.

Objectives

- Understand the impact of stereotypes and biased statements, even when casually said.
- Identify the most common reasons people sit silent in the face of bias and stereotypes.
- Enhance skills for speaking up against stereotypes without blame or guilt.

Definitions

Stereotypes

An oversimplified image or statement applied to a whole group of people, without regard for the individual.

Bias

Bias is a predisposition to see events, people or items in a positive or negative way. Bias is an attitude or belief.

Silent Collusion

To go along with through silence.

Ally

Someone who speaks up on behalf of someone else.

“The simple act of naming a bias as such or objecting to it on the spot establishes a social atmosphere that discourages it: saying nothing serves to condone it.”

– Daniel Goleman, [Emotional Intelligence](#)

Speaking Up

Assume Good Intent and Explain Impact

Ask a Question

Interrupt and Redirect

Make It Individual

Broaden to Universal Human Behavior

Say “Ouch!”

Discussion

- 1) How does this video relate to you? Do you see yourself reflected in any way?

- 2) Which technique(s) do you personally prefer? In what types of situations would you use these techniques?

- 3) Which situations are most difficult for you? How do you respond? What is the impact of sitting silent?

- 4) How can you increase your comfort, confidence and skill in speaking up in these situations?

“We will have to repent in this generation not merely for the hateful words and actions of the bad people but for the appalling silence of the good people.”

– Dr. Martin Luther King, Jr.