“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

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

– Mahatma Gandhi

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.

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.

“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*