

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.**