

DISARMING OR REDIRECTING

(DIANE GOODMAN, RESPONDING TO
MICROAGGRESSIONS AND BIAS)

- Restate or Paraphrase
 - *“I think I heard you saying [paraphrase]. Is that correct?”*
- Ask for clarification or more information
 - *“Could you say more about what you mean by that?”*
 - *“How have you come to think that?”*
- Challenge a bias, stereotype, assumption, expectation
 - *“In my experience...”*
 - *“Another way to look at it is...”*
 - *“That may be a stereotype/assumption/expectation. I’ve learned/experienced...”*
- Separate intent from impact
 - *“I know you may not have realized this, but when you [comment/behavior], it was hurtful (offensive) to me because _____.”*