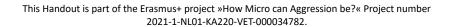


Handout to Activity 20: Lean Back to Lean In

KESTATE OR PARAPHRASE.
"I think I heard you saying (paraphrase their comments). 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?"
nave year come to a min that.
ACKNOWLEDGE THE FEELINGS BEHIND THE STATEMENT.
Express empathy and compassion.
"It sounds like you're really frustrated/nervous/angry"
"I can understand that you're upset when you feel disrespected."
SEPARATE INTENT FROM IMPACT.
"I know you didn't realize this, but when you (comment/behavior), it was
hurtful/offensive because Instead you could (different language or
behavior.)"
SHARE YOUR OWN PROCESS.
"I noticed that you (comment/behavior). I used to do/say that too, but then I
learned"
EXPRESS YOUR FEELINGS.
"When you (comment/behavior), I felt (feeling) and I would
like you
to"
CHALLENGE THE STEREOTYPE.
Give information, share your own experience and/or offer alternative perspectives.
"Actually, in my experience"
"I think that's a stereotype. I've learned that"
"Another way to look at it is"
APPEAL TO VALUES AND PRINCIPLES.
"I know you really care about Acting in this way really undermines those
intentions."
PROMOTE EMPATHY.
Ask how they would feel if someone said something like that about their group, or their
friend/partner/child.
"I know you don't like the stereotypes about (their group), how do you think he feels
when
he hears those things about his group?"







"How would you feel if someone said girlfriend?"

that about/did that to your sister or

TELL THEM THEY'RE TOO SMART OR TOO GOOD TO SAY THINGS LIKE THAT.

"Come on. You're too smart to say something so ignorant/offensive."

PRETEND YOU DON'T UNDERSTAND. As people try to explain their comments, they often realize how silly they sound. "I don't get it" "Why is that funny?
USE HUMOR.
Exaggerate comment, use gentle sarcasm.
"She plays like a girl?" You mean she plays like Serena Williams?" Or Angelina Jolie?
POINT OUT WHAT THEY HAVE IN COMMON WITH THE OTHER PERSON. "I'm tired of hearing your Muslim jokes. Do you know he's also studying and likes to? You may want to talk with him about that. You actually have a lot in common."
W.I.I.F.T. (What's in it for them). Explain why diversity or that individual/group can be helpful/valuable. "I know you're not comfortable with but they can help us reach out to/better serve other groups on campus/in the community."
"In the real world, we are going to have to work with all sorts of people, so might as well learn
how
to do it here."

REMIND THEM OF THE RULES OR POLICIES.

"That behavior is against our code of conduct and could really get you in trouble."

Resources: Adapted from: Goodman, D. (2011). Promoting Diversity and Social Justice: Educating People from Privileged Groups. New York: Routledge. Excerpt available at www.dianegoodman.com Diane J. Goodman, Ed.D. www.dianegoodman.com

