STRATEGIES FOR STEPPING IN

16 Ways You Can Be a Better Ally!

The most effective way to create a positive work environment is to stop negative behavior in its tracks. That means employees must be given the proper tools for speaking up when they witness or experience incivility, bullying, or harassment.

Share the strategies below with your employees. Send them this PDF. Even better, discuss the strategies in a staff meeting or make them part of a team exercise.

The more practice and preparation employees have, the more likely they are to say something in the moment – that pinnacle moment when not saying
something gives the message that exclusive and negative behaviors are okay.

1.**RESTATE OR PARAPHRASE.** "I think I heard you saying_____ (paraphrase their comments). Is that correct?"

2. **ASK FOR CLARIFICATION OR MORE INFORMATION.** "Could you say more about what you mean by that?" "How have you come to think that?"

3. **ACKNOWLEDGE THE FEELINGS BEHIND THE STATEMENT**. Express empathy and compassion. "It sounds like you're really frustrated/nervous........" "I can understand that you're upset when you feel disrespected."

4. **EXPRESS YOUR FEELINGS**. "When you _____ (comment/behavior), I felt _____ (feeling) and I would like you to_____."

5. **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."

6. **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 that about/did that to your sister or girlfriend?"

7.**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?

8.**USE HUMOR.** Exaggerate comment, use gentle sarcasm: "She plays like a girl?" You mean
she plays like Serena Williams?" Or Mia Hamm?

9.**REMIND THEM OF THE RULES OR POLICIES.** "That behavior is against our code of conduct and could really get you in trouble."

10. **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."

11. **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."

12. **FOCUS ON THE IMPACT**. "I know you don't realize it but by saying ____ you really offended ____. Instead try ____."

13. **SHARE YOUR OWN PROCESS.** "I noticed that you often say/do ____. I used to do it too but then I realized that it was hurtful, so instead I ____."

14. **REMIND THEM OF YOUR CORE VALUES.** "When you say/do things like _____ it really goes against our core value of diversity and dignity of all people . At _____ we embrace diversity throughout our organization."

15. **CHALLENGE THE STEREOTYPE.** "I think that is a stereotype. I have learned that ____.

16. **APPEAL TO VALUES OR PRINCIPLES.** "I know that you really care about everyone feeling valued, and when you do ____, it really undermines those intentions."

Source: Goodman D. (2011). Promoting Diversity and Social Justice: Educating People from Privileged Groups. New York: Routledge.

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