



OUCH: Your Voice Makes a Difference

Goal

Explore communication skills for promoting inclusion and respect in the workplace.

Objectives

Participants will have the opportunity to...

- 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

- 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

Broaden to Universal Human Behavior

Make It Individual

Say OUCH!

Reflection:

1) How does this video relate to you?

2) What is the impact of “silent collusion”?

3) Which technique(s) do you personally prefer? In what types of situations would you use these techniques?
