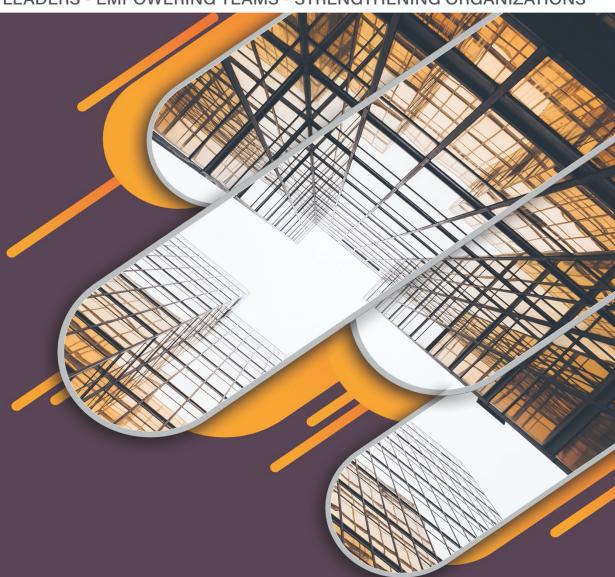


ELEVATE PEOPLE SOLUTIONS

GROWING LEADERS • EMPOWERING TEAMS • STRENGTHENING ORGANIZATIONS



"Did I Say That?"
Recognizing and Responding to Microaggressions in the Workplace

Presented by Sheila Eason



Microaggressions Defined

Microaggressions are the everyday verbal, non-verbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership." (e.g., race/ethnicity, gender, age, sexual orientation, religion, ability, or class.

3 Types of Microaggressions

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- 2. Microinsult
- 3. Micro-invalidation

Why do microaggressions occur?

Examples of microaggressions

Effects of microaggressions

Psychological effects of microaggressions

Responding to Microaggressions - Target

| Express your feelings | "That hurts my feelings" "That's offensive." |
|-----------------------------------|--|
| Appeal to values | "Do you really believe that?" |
| Get them to explain | "What did you mean by that?" |
| Empathize with underlying feeling | • "I know X, but have you considered Y." |
| Give more information | "Persons w/disabilities are able to accomplish a lot." |
| Use humor | • (laughing) "Interesting, you sound like my grandpa." |
| Involve others | Talk to trusted others; seek advice |
| Non-verbal response | Look shocked, confused, disappointed, etc. |

Responding to microaggressions - Aggressor

- Resist the urge to defend yourself.
- Acknowledge the other person's hurt feelings sincerely apologize.
- Thank them.
- Acknowledge what you've learned.
- Don't expect anything in return.
- Remember this doesn't make you a bad person.
- Do your research.
- Try harder the next time.

https://www.bustle.com/p/what-to-do-when-someone-calls-out-your-unintentional-microaggressions-because-being-a-good-ally-means-learning-from-your-mistakes-48685

Responding to microaggressions - Bystander

- Intervene
- Invite them to speak (gives the power back to the victim)
- Change the dynamics in the room by becoming an advocate
- Don't take part
- Don't encourage the behavior
- Approach the recipient
 - Let them know you are aware of the behavior and that it's not acceptable
 - Encourage them to ask for help, go with them to get help, or provide them with information about where to go for help
 - o Let them know they are not alone

Source: Andrea Pohlsander "Overcoming Microagressions & The Bystander Effect in The Workplace" July 2019

