



# Microaggressions

## What can I say as an upstander?

### G

## Gather Your Thoughts Anticipatory & in the Moment



#### Anticipatory:

- Set the Stage - Advise learners/team that microaggressions may occur
- Invite Input re who/how to respond
- Make explicit plan often w Sr team member taking lead
- Seek Commitment

#### In the Moment

- Goal - deeper understanding of issue / behavior
- Check Emotions - proceed with sincere respect & curiosity |affirm source's value

#### Try Saying

To learn & care for patients to the best of our abilities, we all need to feel comfortable & supported in our work environments. | I wish that expressions of bias never occurred; unfortunately, they do. | Pts & families may say things that reveal their biases, & sometimes I myself may be the source. | I want to know when you are not feeling comfortable or supported. | I hope you will teach me as I teach you.

#### IF NOT able to check emotions & proceed w GRIT try

- \_\_\_\_\_ is an important and talented part of the team caring for you today and keeping you safe, along with me (Dr \_\_\_\_\_ your "role", Drs. \_\_\_\_\_, and our medical students doctors \_\_\_\_\_, pharmacists, nurses. That's far more important than \_\_\_\_\_'s r [appearance, identity, bkgrd] Then redirect to prioritize patient care and safety...

**OR Temporary Exit** - we'll be back in 30 min so that we can all focus on \_\_\_\_\_ (if patient your health)

### R

## Restate the Comment Ask Patient or You Restate

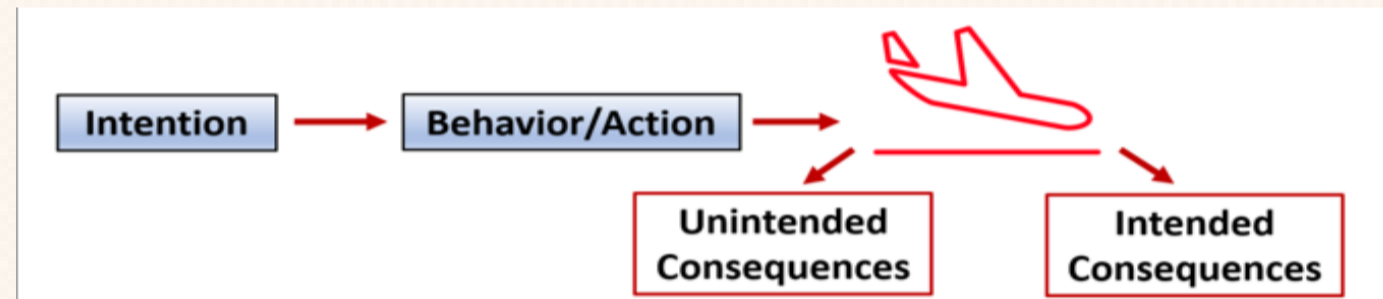


Ask individual to restate (or you restate) allows the person to clarify, perhaps realizing how their words/actions "landed"

**Reminder:** You *must* be genuinely curious & respectful

#### Try Saying

- I'm sorry I'm not sure I heard you... can you say that again?
- Opps sometimes it's hard to hear clearly in here - I missed what you just said... can you repeat it please?
- I want to make sure I understand what you just said - as good communication is so important. What I heard was \_\_\_\_ Did I get that right?
- I think you were trying to compliment \_\_\_\_\_ by asking about his/her background. At AAH we respect and value the contributions of all of our diverse team members = better care (assume good intent)
- Maybe I didn't make it clear, let me introduce each of team caring for you today... I am (avoid using attending use doctor in chrage of your care....)



### I

## Inquire Seek Understanding



- Inquiry requires that you seek clarification in a non-judgmental manner
- Address the comment or action - not the person
- Ask Qs using "How".. rather than "Why"... to minimize defensiveness

#### Try Saying

- Please help me understand what you mean by your comment - statement
- Can you elaborate on your point?
- It sounds like you have a strong opinion about this.
- Can you tell me more about how you came to this point of view?

• \_\_\_\_\_

• \_\_\_\_\_

### T

## Talk It Out



- Discuss the potential impact on others from your perspective - do not speak for the recipient of comments/behaviors
- Explain AAH policies and expected codes of conduct
- Highlight shared values - here to learn together, to provide excellent care, and everyone to be well
- **If others have initiated GRIT** - echo and reinforce but don't 'pile on'

#### Try Saying

- How things land may be different that what you intended... In my experience, that comment may perpetuate negative stereotypes.
- My concern is that remark may be perceived as \_\_\_\_\_ insensitive (eg, racist, ableist, sexist, heterosexist, ageist, religion)
- Let me share my personal experiences Here's what I know about the historical impact of these kinds of statements
- At AAH we commit ourselves to respecting all individuals - our team members and you. It's our code of conduct
- \_\_\_\_\_
- **Echo:** Thank you for explaining this Dr \_\_\_\_\_ I agree and think it's important to [add, reinforce that its an AAH value]
- \_\_\_\_\_

**Reminder: We may not change the perspective of the microaggression source... But standing up DOES reinforce that the microaggression recipient(s) matters & is valued - changing the clinical learning environment!**