RESPONDING TO MICROAGGRESSIONS

MAKE IT A TEACHING MOMENT

Are you sure you meant to say that?

“Tell me what you meant.”

Display discomfort/silence

Address issue in real time

Talk about with my kids

BE DIRECT

Be more direct in the moment - set the tone

Sometimes a soft approach

Ask if the person is okay (wellness check)

Can you help me understand what you meant when you said that?

USE HUMOR

“Do that again, but appropriately.”

That comment could be perceived as offensive.

“Do that again, but appropriately.”

That is pretty racist.

Determine & acknowledge patients’ pronouns - it affects their care

That made me feel really uncomfortable.

“I don’t get it.”

Check on their stress level

“I don’t get it.”

Flex empathy

Ask for/offer a re-do

“Tell me what you meant.”

Be comfortable feeling uncomfortable

That made me feel really uncomfortable.

“Tell me what you meant.”

Be more direct in the moment - set the tone

Tag the comment

Display discomfort/silence

Address issue in real time

Talk about with my kids

Can you help me understand what you meant when you said that?

“Tell me what you meant.”

Be comfortable feeling uncomfortable

That made me feel really uncomfortable.

“Tell me what you meant.”

Be more direct in the moment - set the tone

Tag the comment

Display discomfort/silence

Address issue in real time

Talk about with my kids

Can you help me understand what you meant when you said that?

“Tell me what you meant.”

Be comfortable feeling uncomfortable

That made me feel really uncomfortable.

“Tell me what you meant.”

Be more direct in the moment - set the tone

Tag the comment

Display discomfort/silence

Address issue in real time

Talk about with my kids

Can you help me understand what you meant when you said that?

“Tell me what you meant.”

Be comfortable feeling uncomfortable

That made me feel really uncomfortable.

“Tell me what you meant.”

Be more direct in the moment - set the tone

Tag the comment

Display discomfort/silence

Address issue in real time

Talk about with my kids

Can you help me understand what you meant when you said that?