

# Speaking Up Activity

**Directions:** You will see ten quick vignettes. Decide which technique or techniques each vignette demonstrates. Circle the technique(s) used.



1

*"Look, I know you meant that to be funny, but it hurts."*

Assume Good Intent and Explain Impact

Ask a Question

Interrupt and Redirect

Broaden to Universal Human Behavior

Make It Individual

Say Ouch!



2

*"I'm not so sure that's a guy thing. I think that applies to both men and women."*

Assume Good Intent and Explain Impact

Ask a Question

Interrupt and Redirect

Broaden to Universal Human Behavior

Make It Individual

Say Ouch!



3

*"I'm not sure I caught that. What were you saying?"*

Assume Good Intent and Explain Impact

*"Do you mean that?"*

Ask a Question

*"Uh, what are you saying, man?"*

Interrupt and Redirect

Broaden to Universal Human Behavior

Make It Individual

Say Ouch!



4

*"So, did you hear the one about the three bald men?"*

Assume Good Intent and Explain Impact

*"Careful there, ladies, I resemble that remark."*

Ask a Question

Interrupt and Redirect

Broaden to Universal Human Behavior

Make It Individual

Say Ouch!



5

*"Those people don't even try to speak English."*

Assume Good Intent and Explain Impact

*"You sound frustrated. What happened? Was there someone you couldn't understand?"*

Ask a Question

Interrupt and Redirect

Broaden to Universal Human Behavior

Make It Individual

Say Ouch!

6



*"I think she's great. I just don't want to put her in a situation where she can fail."*

*"I know you mean well, but now you're not giving her a chance at all."*

Assume Good Intent and Explain Impact

Ask a Question

Interrupt and Redirect

Broaden to Universal Human Behavior

Make It Individual

Say Ouch!

7



*"The baby boomers won't have the level of tech savvy we need. We need to recruit young kids right out of school."*

*"Well, let's not assume that all the young people will have the skills we need and others won't. Let's test everyone's skill and then make a decision based on the results."*

Assume Good Intent and Explain Impact

Ask a Question

Interrupt and Redirect

Broaden to Universal Human Behavior

Make It Individual

Say Ouch!

8



*"I think these kids just can't be trusted."*

*"I don't think that's an age thing. Do you know any people our age who aren't trustworthy?"*

Assume Good Intent and Explain Impact

Ask a Question

Interrupt and Redirect

Broaden to Universal Human Behavior

Make It Individual

Say Ouch!

9



*"So, about the holiday schedule."*

*"Let Jenny work the holiday shift. She's single; she doesn't have family."*

*"Ouch!"*

*"What do you mean?"*

*"I know that you're trying to help out the other employees, but is that fair to Jenny?"*

Assume Good Intent and Explain Impact

Ask a Question

Interrupt and Redirect

Broaden to Universal Human Behavior

Make It Individual

Say Ouch!

10



*"OK, that went really well. That wraps things up, is that right?"*

*"We really need someone who is young and energetic for this job."*

*"It sounds like you're saying an older person couldn't do this job. Is that what you mean?"*

*"Well, not necessarily, but they really have to have a lot of energy, deal with the public, lift heavy things."*

*"So what I'm hearing you say is we need someone who can lift heavy things, and who has a lot of energy to deal with the public."*

*"Exactly."*

*"OK, we'll look for those qualifications regardless of the person's age."*

*"Well, okay, yeah."*

Assume Good Intent and Explain Impact

Ask a Question

Interrupt and Redirect

Broaden to Universal Human Behavior

Make It Individual

Say Ouch!