## **Speaking Up Activity**

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



"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!



"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!



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

"Do you mean that?"

"Uh, what are you saying, man?"

Assume Good Intent and Explain Impact
Ask a Question
Interrupt and Redirect
Broaden to Universal Human Behavior
Make It Individual
Say Ouch!



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

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

Assume Good Intent and Explain Impact

Ask a Question
Interrupt and Redirect
Broaden to Universal Human Behavior

Make It Individual

Say Ouch!



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

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

Assume Good Intent and Explain Impact
Ask a Question
Interrupt and Redirect
Broaden to Universal Human Behavior
Make It Individual
Say Ouch!



"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 "





"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!



"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!



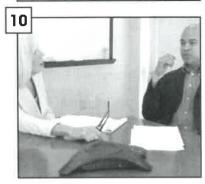
"So, about the holiday schedule."

"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!



"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!