NAVIGATING DIFFICULT CONVERSATIONS

If someone makes a thoughtless comment, here are some techniques you can consider to navigate difficult conversations effectively.

**PARAPHRASE OR REPEAT BACK WHAT THEY SAID**

By doing this, you make sure you understood what the other person said, and also gives them the opportunity to reflect on it.

**ASK FOR MORE INFORMATION**

With this strategy, you can understand why and what they said. After questioning back, the other person might realize their statement does not make sense or is unfounded.

**CHALLENGE THE STEREOTYPE**

Offer another side of the story by challenging the assumption or stereotype. You can use your personal experiences in a genuine way.

**EXPRESS YOUR FEELINGS**

Tell the person how the comment made you feel and why. Use "I" statements when communicating your feelings.

**SHARE YOUR OWN PROCESS**

If you feel comfortable, talk about your previous biases and explain what made you change your views.

Adapted from: University of Missouri, Speak Up!: Identifying and Confronting Bias & Prejudice.