# What are micro-aggressions?

Everyday verbal, non-verbal and environmental slights, snubs or insults (intentional or not) that communicate derogatory, hostile, or negative messages to a target group based on marginalized membership.\*\*

#### Examples:

"What are you?" | "Those people are..." Calling something you find strange "gay" "Where are you really from?"

#### Strategies:

Assume good intent & explain impact.

Ask questions to start a discussion.

Use direct communication.

State that you are uncomfortable.

Offer support to those directly affected.

Be a consistent champion of change.



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# Strategy

Assume Good Intentions and Explain Impact

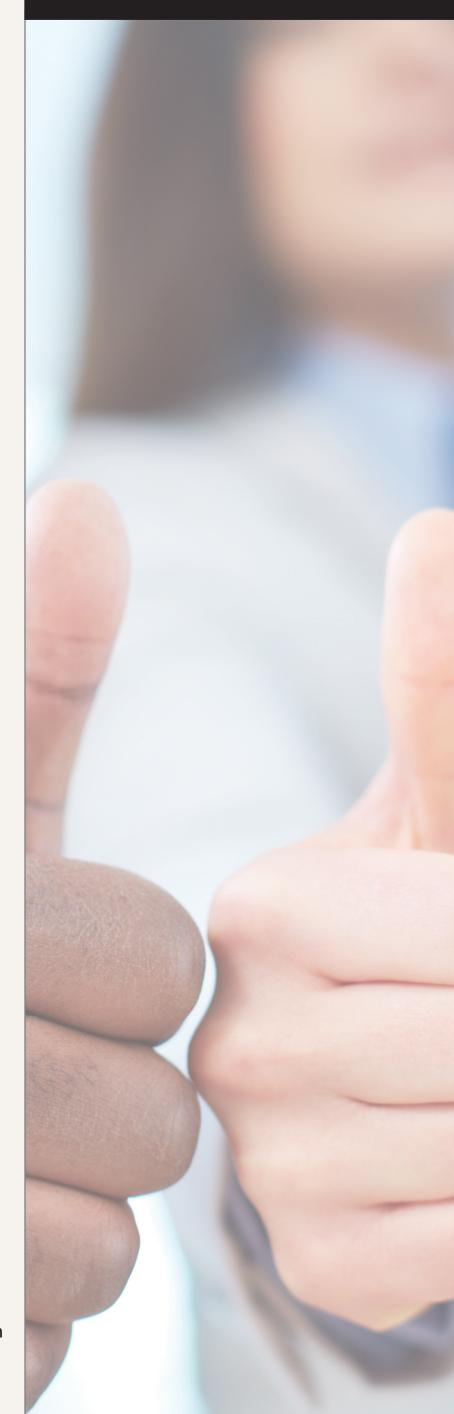
## Example

"I think she may be too old to understand the technology."

### Response

- Acknowledge the person's positive intentions, "I know you mean well, but that hurts..."
- Describe the negative results, "You are not seeing the individual for her own skills and capabilities."

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Strategy

Ask a Question

## Example

"I am not sure Janelle is right for the position. She is not a good fit."

### Response

"What do you mean by not a good fit?"

"Can you be more specific?"

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Combat

Implicit Bias

&

Micro-aggressions

# Strategy Use Direct Communication

# Example

An attending physician and a student of color enter a patient's room to obtain the history and perform an initial physical exam. The patient states, "I don't want her (the student) taking care of me."

## Response

The attending physician can act as an Upstander by stating, "I understand it may be overwhelming meeting multiple members of the medical team, but I can assure you that all members of the team are excellent, qualified and critical to the care you will receive."

# Strategy

State that you feel uncomfortable

## Example

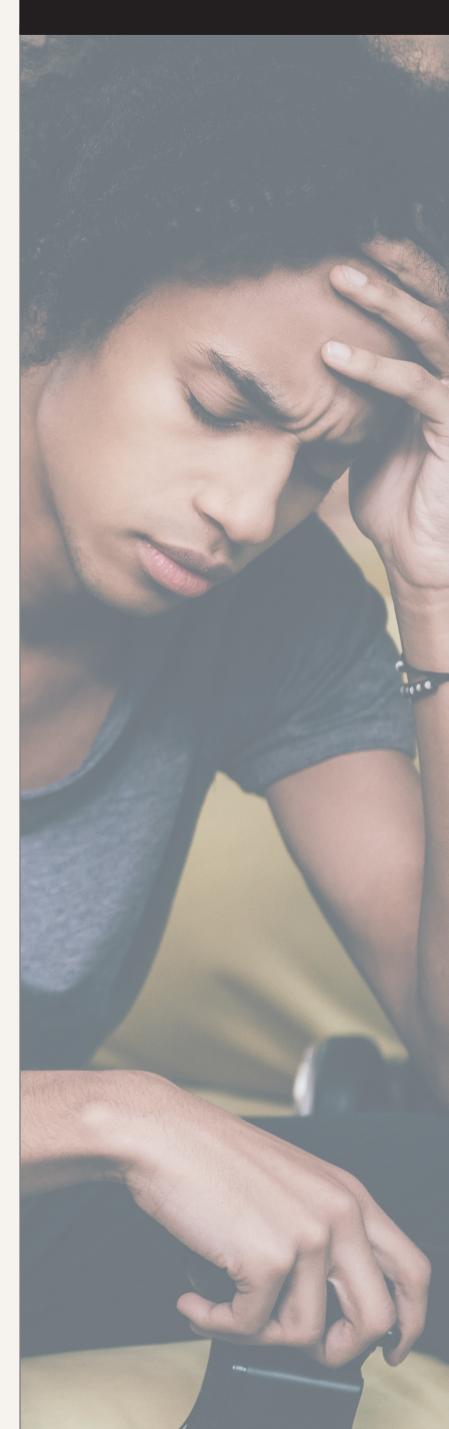
"We shouldn't sacrifice quality for diversity..."

## Response

"Ouch! That hurts! Let me tell you what your words mean to me.

When I hear that remark, it offends me because I feel that it disregards an entire group of people."

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# Strategy

Offer Support to Those Directly Affected

#### Example

"There are very few of us [persons of color] in the program.

Yet, our colleagues that have worked with us for over a year constantly confuse us with each other."

#### Response

Reflect and validate.

"This is extremely frustrating and disrespectful. I commit to speaking up whenever I hear this."

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# Strategy

Be a Consistent Champion

### Example

A woman of color talking to her white male colleague.

"It is hard going into this environment where I feel like I don't belong; where I feel as if I'm invisible to the people I work with."

### Response

White male colleague's response,
"I know I can't feel the oppression you
feel, but I am here for you and will listen.
I will also speak up when I witness the
hurtful behavior."

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