Issuing an Observation

QUICK TIP: Don’t label the person or ignore what you observed.

1. **Breathe.** Ask clarifying questions. Do not argue or accuse.

2. **Name it.** Say what the person just did. (“What you said was sexist.”)

3. **Give Information.** Say *why* the behavior was oppressive, offensive, etc. (“Referring to someone using that label implies that they are not valued.”)

4. **Give a direction.** Say what the person can do to avoid this happening in the future.

5. **Reflect.** Go away and think further about what was said and what you learned.

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Accepting an Observation

**QUICK TIP:** Don’t ignore the accusation or offer excuses for what was said.

1. **Breathe:** Ask clarifying questions. Do not to argue or defend.

2. **Listen.** Listen carefully. Try to understand what the affected person is trying to bring to your attention.

3. **Thank.** Thank the person (only if you can do this genuinely). Remember, it isn’t easy or comfortable for a person to tell you something you said or did was experienced as hurtful.

4. **Act.** Take action. This may include apologizing, learning more, talking to others about this issue, helping change policy, etc.

5. **Reflect.** Go away and think further about what was said and what you learned.