

Responding to Bias/Racism

Prepare yourself: Take a Breath, Suspend Judgement



Begin with Empathy

- "It's tough to be a patient"
- "I know you have had a lot going on recently."
- "It's hard to lose control in your life..."

State the Goals and Values Clearly:

- Every member of our team has an important role and we treat everyone, our patients and team members with respect

Inquire: Ask a curious question

- So help me understand...
- Are there questions I can answer?"

Engage toward a common goal

- "So let's get back to taking care of your"
- "How can we be sure this doesn't happen again?"

Debrief: Check-in with the target of the biased behavior and Offer support/resources



1. Challenge/Disagree

What I hear you saying is that
all ___are ___
I don't get it, that's not funny to me
What does that mean?



2. Emotional Response

I'm really....
Uncomfortable
Disappointed
Frustrated
...by this conversation



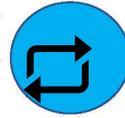
3. Appeal to Sense of Self

That doesn't sound like you, are
you having a bad day?
I think of you as fair-minded, so it
surprises me to hear you say that...



4. Distract/Interrupt

I'm sorry, could you repeat that?
Hey, ___, I need your help with...
Anyone interested in grabbing
lunch?



5. Educate/Advocate

Did you know that.....
We value all our team members, we
don't say that at Duke
Have you met.....



6. Physical Reactions

"Gasp"
Ouch!
Slap your cheeks
Facial expression of surprise,
confusion, anger, etc.

