

3 STEPS TO RESPOND TO PREJUDICE: NOTICE, THINK, ACT



OFTEN IF SOMEONE IS OFFENSIVE, THE PEOPLE NEARBY WANT TO RESPOND, BUT CAN FIND IT HARD TO KNOW WHAT TO DO.

Remember, try not to argue, the most effective way to get people to listen to you and change their behaviour, is through talking and listening to each other.

The tactics below have been suggested by Nottingham people. Over 1000 hours of consultation has been conducted with over 650 people to understand their lived experiences of responding to prejudice. Below are some of the key tactics recommended by Nottingham people:

THERE ARE A RANGE OF OPTIONS AVAILABLE TO YOU IN EVERY SITUATION

- Remember, you don't have to respond, especially not straight away. Not everyone is confident enough to challenge offensive comments, that's ok. Also sometimes the moment, or the context, can make it more complicated. So perhaps pick up the conversation later with the person.
- Take care of yourself. Notice if the offensive comments or behaviour have triggered your emotions - you might be in fight or flight mode and feeling defensive. The same is true of you as the person you are talking to. Try to judge if you are able to have a constructive dialogue in that moment.
- Remember, calling someone out for being offensive can be quick and can shut down the behaviour abruptly. But sometimes the best option is to choose a moment to talk and listen. Through talking you can question people's behaviour, change perspectives and educate. This takes longer but it is more likely to lead to people changing their attitudes and how they behave.



STEP 1 - NOTICE

THE CONTEXT OF THE MOMENT:

- Who else is in the room? Are there other people around who can support you?
- Do you have a relationship and trust to build on, or do you need to build it first?
- Can you come back to this later?
- Are you talking to a group of people? Is this an issue that has come up several times before?
- Is this a safe environment for you and the other person or anyone else in the room?

ABOUT THEM:

- How much power do they have to influence the people around them?
- Could they be triggered by this topic due to their own experience / privilege or lack of privilege?

ABOUT YOU:

- Have you had something personal triggered?
- What exactly was it that they said that upset you?
- What are your skills in conversations (e.g. humour / honesty / confidence to speak up / gentle manner)

STEP 2 - THINK

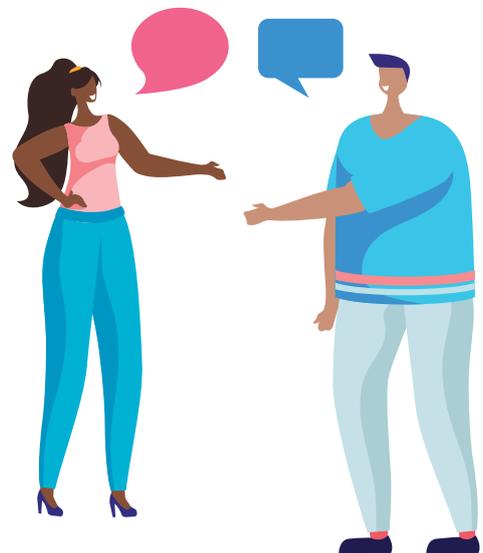
- Are you safe to respond / question them without personal risk? This could be physical safety, or risk of emotionally triggering yourself.
- Is now the best time to have this conversation?
- How can you reframe what was said to acknowledge their feelings or needs?
- Did they intend to cause harm by what they said? Do they realise the harm they might have caused?
- What will be most effective in this moment, and will you have a chance to follow up later?
- Will challenging them publicly feel threatening to them and cause them to become defensive?
- Could you be wrong? Could you have misunderstood their comment?
- What do you need to know about them to understand why they made that comment? Do you need to learn something about them?



STEP 3 - ACT

Options for action can include:

- Walking away / setting boundaries / shutting down the conversation / expressing your discomfort
- Showing empathy / trying to build a connection
- Getting help / engaging others nearby
- Asking for clarity / questioning
- Changing their perspective by sharing how their comments have made you feel
- Reporting the incident to the Police on 101 or True Vision www.report-it.org.uk



Which action you choose depends on the situation. Some will be more or less effective depending on the situation. It's a judgement-call each time.

It can be harmful to...

- Do nothing at all - either now or later
- Condone the comment or laugh along
- Tell them they are wrong
- Shame the person / insult them / make them feel stupid
- Bombard them with counter-arguments or facts
- Respond with physical violence, intimidation or threats



Funded by the European Union's Rights, Equality and Citizenship Programme (2014-2020)



NOTTINGHAMSHIRE
POLICE
PROUD TO SERVE



Nottingham
City Council