

# RESPONDING TO PREJUDICE



OFTEN IF SOMEONE IS OFFENSIVE, THE PEOPLE NEARBY WANT TO RESPOND, BUT CAN FIND IT HARD TO KNOW WHAT TO SAY. IF YOU WANT TO RESPOND TO OFFENSIVE BEHAVIOUR, TRY SOME OF THESE PHRASES...

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 phrases 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 phrases recommended by Nottingham people:

## RAISE AWARENESS

**Ask the person if they even realise their comments could cause offence**

- Sorry, what did you say? (give them a chance to retract / alter what they said)
- What do you mean?
- Why do you think they might have said that?
- What led you to say that?
- Where did you hear that?
- Why do you think that is?
- Have you had an experience of that yourself?
- Could you elaborate on that point / tell me a bit more about that?
- What did you mean by the term...?
- Have you spoken to anyone else about this?
- What does that mean to you?
- You mentioned feeling .... - can you tell me a bit more about that?
- How do you feel about that?
- How long have you felt this way?
- Could you tell me some more about what you think is causing you to feel like this?



## CHANGE THEIR PERSPECTIVE

**Explain how their comments made you feel or might make others feel**

- Have you thought how that might feel for... to hear?
- What would that mean if you were...
- If that's true, what are the implications for...?
- The thing I feel about this is...
- How do you think... would answer that question?
- Another way of thinking about that issue is to consider...
- What do you think about... this other perspective?
- Another thing I think that might be relevant here is to consider...
- Bring in feelings / values that might be relevant - love / equality /
- Can I share some of my views / feelings on this?



## EXPRESS YOUR DISCOMFORT

**You can choose to walk away / set boundaries / shut down the conversation**



- I don't know quite what to say to that
- This topic is a quite personal to me
- What you just said really hurt me / I'm feeling a bit hurt / shocked by that comment
- That crossed a line for me
- I'm feeling uncomfortable by what was just said
- I feel really worried when I hear comments like that because ... (implications of the comment, personally or for society / particular groups of people)
- I'm not going to talk to you about this now, but I need you to know that it's not ok for me
- Let's talk about this later / come back to this
- Let's agree to disagree
- I'm walking away now because...

**In a group of people you can also set boundaries / shut down the conversation / express your discomfort**

- I'm sorry but I need to stop you there. This is a safe space and I'm concerned that what you just said might make other people here feel uncomfortable.
- This topic is too complicated / contentious for us to discuss now / in this group. Let's park it and commit to talking about it at the end of the session / in another space.
- This is not an appropriate space for having this discussion. Let's move on please.

## TRY TO CONNECT



**An alternative tactic is to try to find common ground, something you both agree on, and go from there (people are more likely to listen to your views if you start by finding a connection with them, no matter how small)**

- I'm really sorry you feel like that
- I can see how that would be upsetting / frustrating / feel unfair
- Do you feel frustrated about that? / How did you feel about that?
- It is very useful that you have brought this in to the discussion / It's great that you feel you can tell me you feel like that / Thank you for opening up / sharing like that
- I don't necessarily agree with your opinion, but think it is great that you feel you can share yours
- Thanks for sharing that with me, some people don't like to talk about this sort of stuff
- I hear what you're saying, and it's something that you clearly feel passionate about
- It sounds like you are going through a difficult time at the moment
- I understand that



## GET HELP / ENGAGE OTHERS IN THE CONVERSATION

- How do people feel about what has just been said?
- My colleague / friend knows a bit more about this than I do - let's ask them to respond
- Does anyone else relate to that?
- Do you mind if I call xxx in to respond to that?
- If it is ok with the group, lets just take some time to talk about this
- I think this would be a more helpful conversation with others contributing

## IF IT'S A HATE CRIME OR INCIDENT REPORT IT

- You can report Hate Crime and Incidents in a number of ways:  
See more here [www.stophateuk.org/how-to-report-online-hate](http://www.stophateuk.org/how-to-report-online-hate)
- True Vision [www.report-it.org.uk](http://www.report-it.org.uk)
- Call the 101 non-emergency number for the police
- In emergencies call 999



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