

# ITHS Career Development Series

November 9, 2017

## NAVIGATING TOUGH MOMENTS



Dialogue and Listening  
Tools for Microaggressions



**ITHS**

Institute of Translational Health Sciences  
Accelerating Research. Improving Health.

# Introduction to the Institute of Translational Health Sciences

**Carlos De La Peña, MD, MBA, MHA**

*Executive Director of ITHS*



# THE INSTITUTE OF TRANSLATIONAL HEALTH SCIENCE

**The ITHS** is dedicated to speeding science to the clinic for the benefit of patients and communities throughout Washington, Wyoming, Alaska, Montana, and Idaho.

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Visit [ITHS.org](http://ITHS.org) to become an ITHS Member

**Join a unique catalyst that accelerates discoveries to practice.**

- Gain **access** the different research services, resources, and tools offered by ITHS, including the ITHS Research Navigator.
- Access a variety of **workforce development and mentoring programs** and apply for **formal training programs**.
- Apply for local and national **pilot grants** and other funding opportunities. ITHS also offers letters of support for grant submissions.
- Connect with **collaborators** across the CTSA consortium.



# What We Offer



Career  
Development  
Series

Education  
and Training

Community  
Engagement



Consulting  
and Services

Accelerating Research.  
Improving Health.

Research  
Units

Translational Research Units  
Gene & Cell Therapy Lab

Funding

Tools



# Institute of Translational Health Sciences

## Career Development Series



Send ideas for future topics to:

**Stacey Long-Genovese, PhD**

Director of Education, ITHS

**SALG@UW.edu**

206-616-6283



Institute of *Translational* Health Sciences  
Accelerating Research. Improving Health.

# Please Complete the Session Evaluation



# CONNECT WITH ITHS

**[www.iths.org](http://www.iths.org)**



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Join a unique catalyst that accelerates discoveries to practice.

## Access

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## Education and Training

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## Funding

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## Collaboration

*Members can connect with collaborators across the CTSA consortium.*





# **Navigating Ouch Moments: Dialogue and Listening Tools for Microaggressions**

**Institute of Translational Health Sciences**

**Rosetta Eun Ryong Lee  
Seattle Girls' School**



SEATTLE GIRLS' SCHOOL

Rosetta Eun Ryong Lee (<http://tiny.cc/rosettalee>)

# Courageous Conversations



# Debunking Some Myths

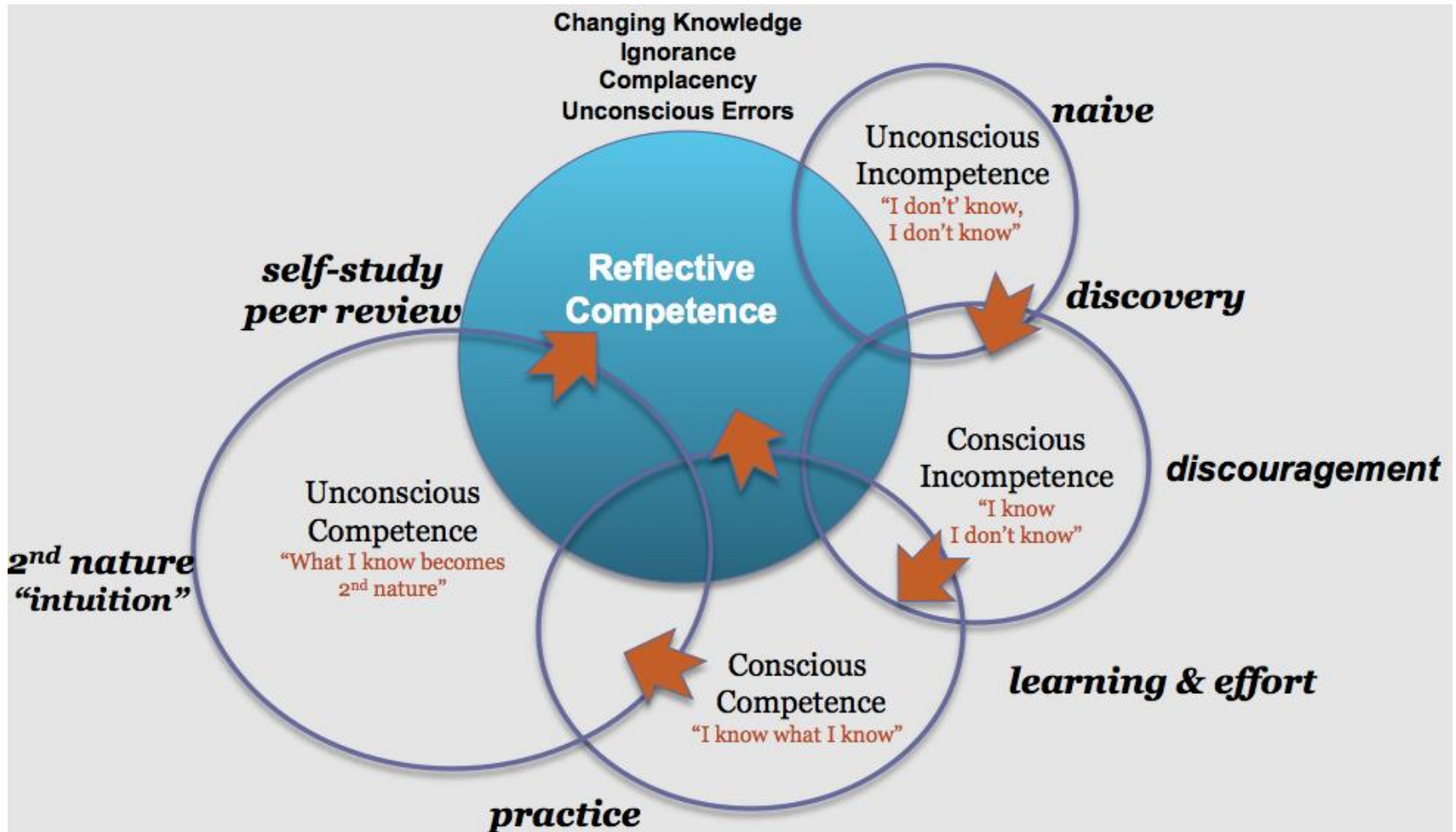


- **All or None**
- **Mistakes**
- **Apologies**
- **“Tonsils” Theory**
- **Vulnerability**



# Growing Through Mistakes

## William Taylor's Reflective Competence Model





# **What Are Microaggressions?**

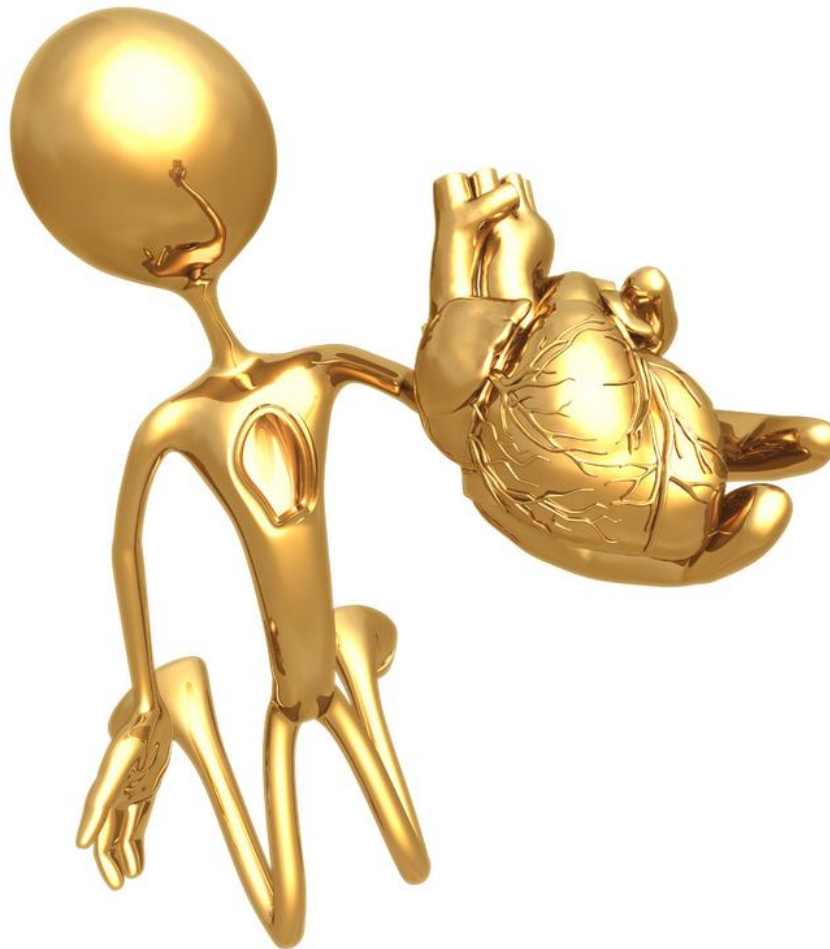
**Accumulated Impact**

**Regular, Frequent, and Pervasive**

**Based on Stereotype**

**Often Unintended**

# Speaking From the Heart



# What We're Thinking and Feeling When Receiving the Microaggression

Did that really happen? Do they realize? I want to trust, but I've had this happen so many times before. I am so stressed, confused, hurt....





# What We End Up Saying When Receiving the Microaggression

**That was so  
offensive!  
I can't believe  
you did that!**



**Be A DEAR....**

# Self Advocacy Through Microaggressions

- Affirm the person or relationship
- Describe the behavior without judgment
- Explain the emotion/impact and your filters
- Assume positive intent
- Request or suggest different behavior

**\*\*\* Key Points: timing, I statements, actions not adjectives, inside feelings not outside feelings\*\*\***

# **Self Advocacy Through Microaggressions: An Example**

**I appreciate having you as a colleague. We work together well, and I respect the contributions you make to the team. Earlier today, when someone corrected you on using the correct gender pronouns for me, I heard you say, “They know what I meant,” and later, you said, “Well it’s so difficult, and they should know others are going to mess up a lot.” I was hurt when I heard these things. My gender is something that I have had to defend and affirm since I was a kid. Every day, every space, I have to come out, reaffirm, and defend. It’s frustrating and saddening that I have to do the same with someone I see every day and work side by side with. I imagine you didn’t mean for me to feel that way. Can I ask that you make bigger efforts to get my pronouns right, and take it seriously when you make a mistake and someone corrects you?**



# **Practice Round: Self Advocacy Through Microaggressions**

- **Affirm the person or relationship**
- **Describe the behavior without judgment**
- **Explain the emotion/impact and your filters**
- **Assume positive intent**
- **Request or suggest different behavior**

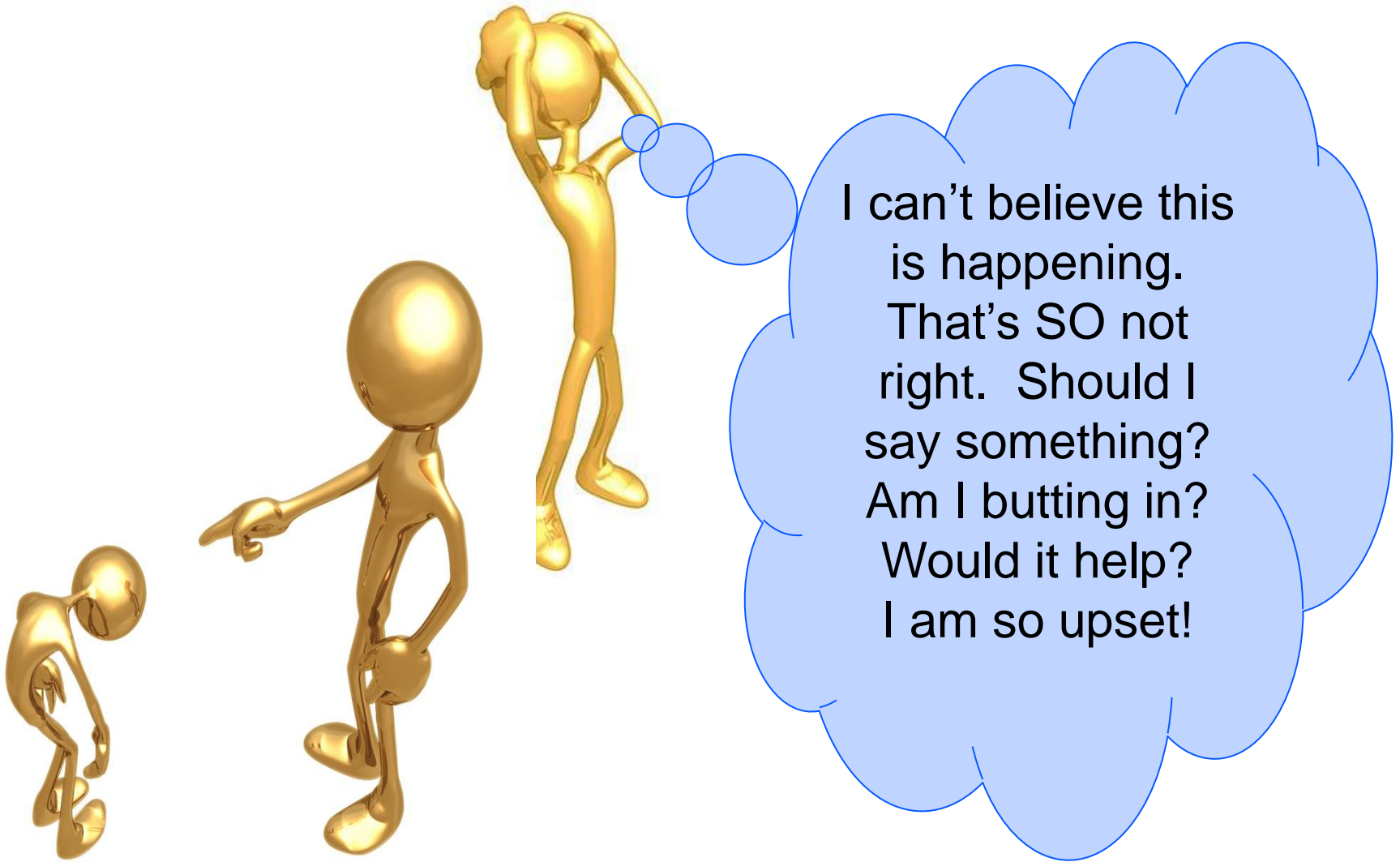
**\*\*\* Key Points: timing, I statements, actions not adjectives, inside feelings not outside feelings\*\*\***

**03:00**

# Being A Witness



# What We're Thinking and Feeling When Witnessing Microaggressions

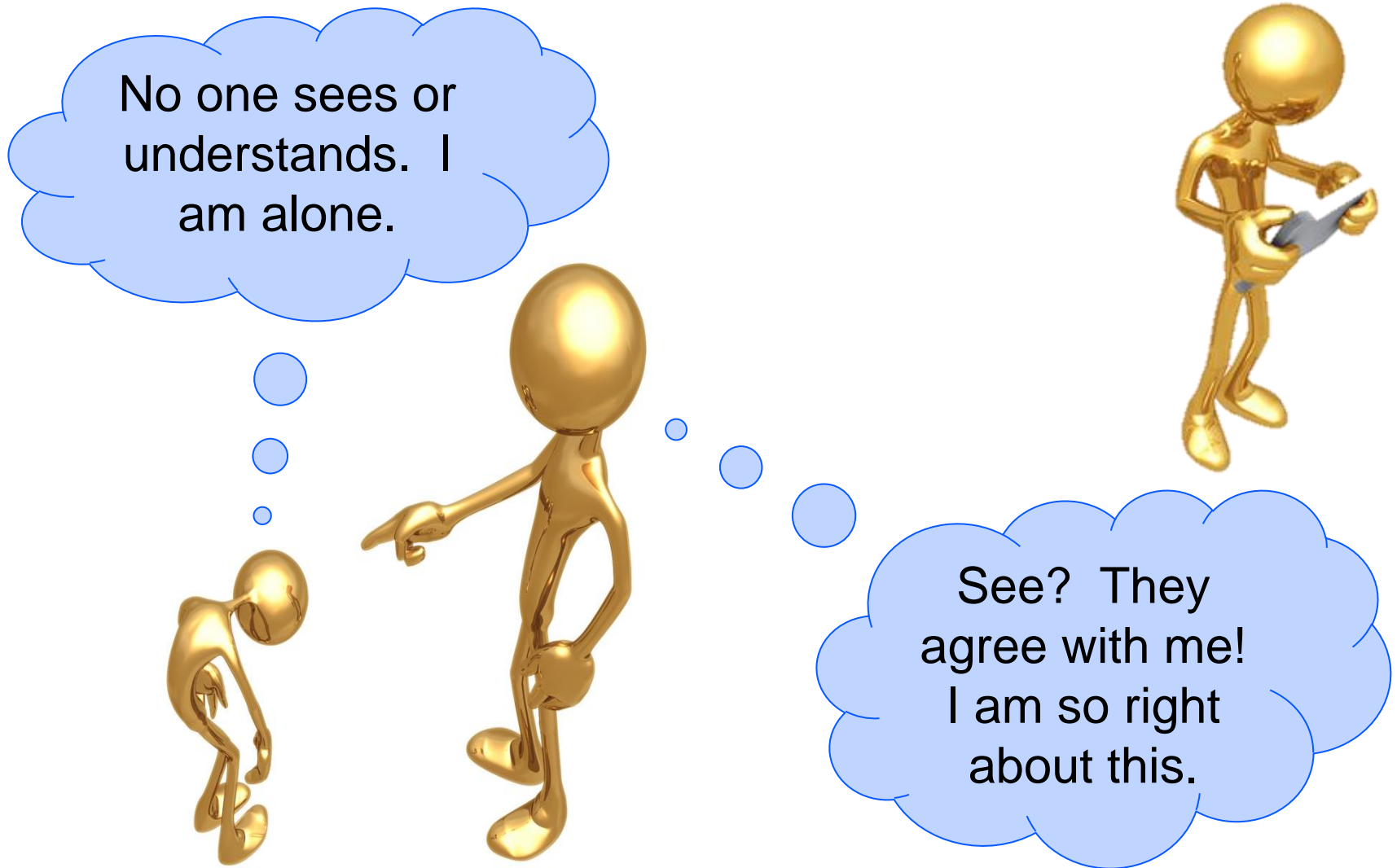


# What We End Up Saying When Witnessing Microaggressions





# What Others Hear When We Say Nothing



**They were born  
innocent...**

## **NCBI Effective Interventions Model**

- **Reduce Defensiveness**
  - **Tone**
  - **Body Language**
  - **Respect**
- **Keep the Conversation Going**
  - **Hear Them Out**
  - **Ask Open-Ended Questions**
  - **Set Aside Your Feeling for the Moment**
  - **Dialogue**
- **Build the Relationship**
- **Stop the Behavior**
- **Win an Ally**

# Intervening in Microaggressions: Examples

- **Ask open ended questions**
  - “He looked suspicious”
  - “How did he look? How was he acting? Why was that suspicious?”
- **Find out the experience motivating the comment**
  - “Why can’t they just speak English around here?”
  - “It must be hard not to understand what people are saying around you.”
  - “I’m sick of my taxes paying for freeloaders”
  - “Tell me more about about that.”
- **Use exaggerated humor to highlight what’s going on (use sparingly)**
  - “You’re gay - what do gay people think about this issue?”
  - “I’m not sure – I’ll go ask. It may take me a while, since there are so many of us.”
- **Join the person and do not make yourself superior**
  - “She got that award because she’s Black and female.”
  - “You know, I hear that a lot. I’ve been trying to figure out why we seem to think when a Black woman gets recognized it must be because of ‘diversity’ or ‘affirmative action’ reasons rather than that she earned it.”

# **Practice Round: Intervening in Microaggressions**

- **Ask open ended questions**
- **Find out the experience motivating the comment**
- **Use exaggerated humor to highlight what's going on (use sparingly)**
- **Join the person and do not make yourself superior**

**03:00**

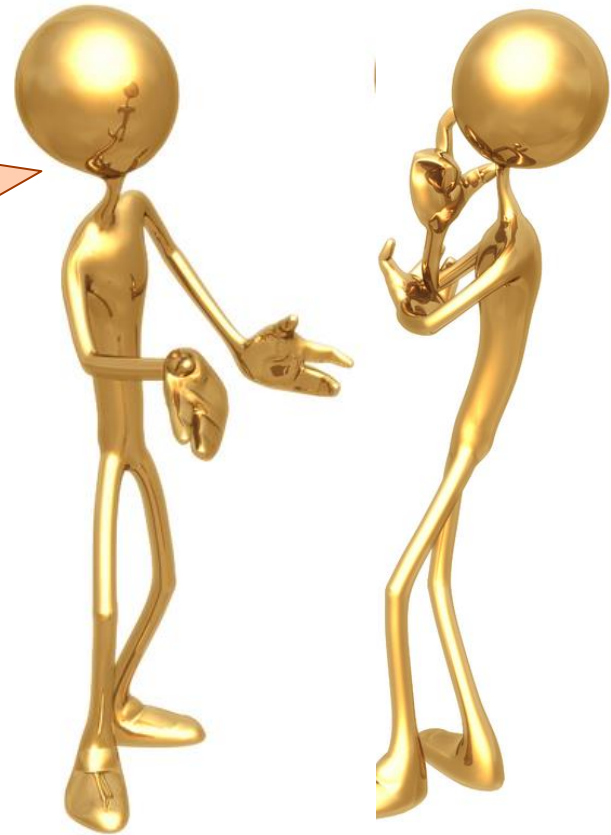


# Listening to the Real Message



# What Was Said During the Intervention

Those words or  
actions are  
hurtful to me.  
Please stop.



# What We Hear During the Intervention

**You are a  
bad, bad  
person, and I  
hate you!**



# What We Should Hear During the Intervention

You are basically a good and decent person. As with all of us, you've made a mistake, and you may not know how that mistake is impacting others. I am going to give you the gift of perspective and information so that your intentions and impacts match up.



**It's a gift...**



# **When You're Told About Microaggressive Impact You Created**

- **Listen with full attention**
- **Don't try to defend or respond right away**
  - **Take deep breaths**
  - **Acknowledge your feelings**
- **Your mistakes don't define you**
  - **Be worthy of their trust and gift**
- **Prioritize the Impact over Intent**
  - **Apologize for real**

**\*\*\* Moving through these moments with grace is called shame resilience. It's a vital skill\*\*\***

# **When You're Told About Microaggressive Impact You Created: Examples**

- **“I really appreciate your telling me this.”**
- **“I’m so embarrassed that I did that.”**
- **“I’m very sorry my words and actions made you feel that way.”**
- **“I’m pretty overwhelmed right now, and I don’t want to respond in a way I’d regret. Do you think you can help me come up with a better way to handle that situation after I take a few minutes?”**
- **“I wanted to go back to a moment I don’t think I handled very well... Can we talk?”**

# **Reflection Round: When You're Told About Microaggressive Impacts You Created**

- **Listen with full attention**
- **Don't try to defend or respond right away**
  - **Take deep breaths**
  - **Acknowledge your feelings**
- **Your mistakes don't define you**
  - **Be worthy of their trust and gift**
- **Prioritize the Impact over Intent**
  - **Apologize for real**

**03:00**

# Final Words of Advice: Recognize Your Triggers



# Find Your Bucket People





# Practice Makes Less Freeze-Ups



**If You Messed Up and You Know It,  
Don't Wait for the Intervention –  
Just Apologize**



# **If You're Really Sorry, Work to Improve**



# Build Authentic Relationships



# Inclusive Communities





# Presenter Information

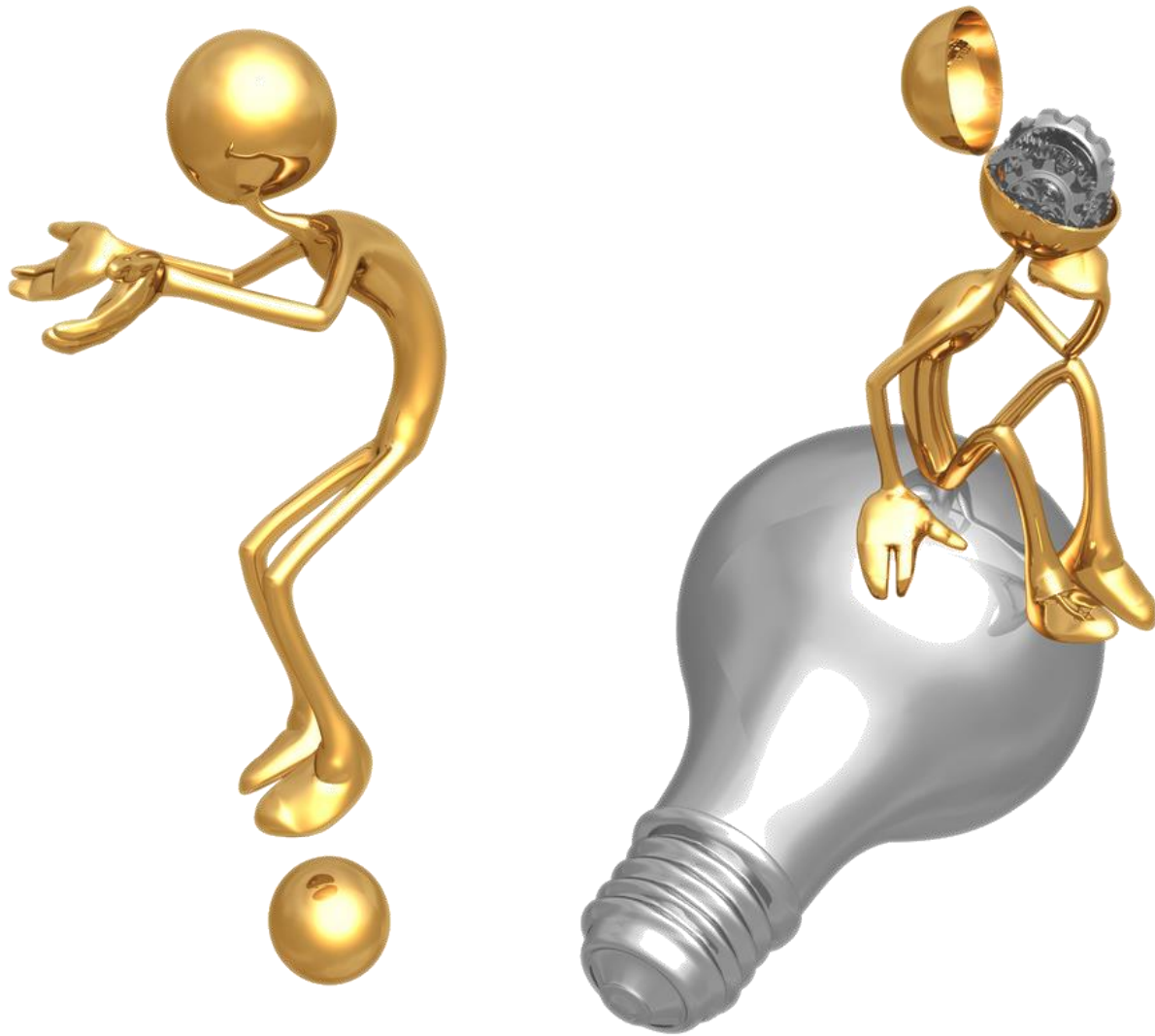
Rosetta Eun Ryong Lee  
6th Faculty and  
Professional Outreach  
Seattle Girls' School  
2706 S Jackson Street  
Seattle WA 98144  
(206) 805-6562



[rlee@seattlegirlsschool.org](mailto:rlee@seattlegirlsschool.org)

<http://tiny.cc/rosettalee>

# Final Questions or Comments?



# Resources

- Anti-Defamation League
- Brené Brown
- Cross Cultural Connections  
([www.CulturesConnecting.com](http://www.CulturesConnecting.com))
- National Coalition Building Institute
- The People's Institute
- Stirfry Seminars
- Teaching Tolerance
- The Thiagi Group