

Is this the right moment to address the offender?

NO

YES

In the moment	<ul style="list-style-type: none"> • Support the targeted person. • Model more respectful behavior and language toward the targeted person. • Redirect the conversation.
Prepare for the difficult conversation	<ul style="list-style-type: none"> • Set your goals for the conversation, and focus on mutual goals if possible. • Choose an appropriate time and place for your conversation. • Anticipate possible outcomes. • Practice self-care. • Recognize your own emotional triggers.

During the conversation	<ul style="list-style-type: none"> • Be clear and direct. (Naming) • Stay on track. • Acknowledge the other person's feelings and POV. • Focus on behaviors, not opinions. • Expect and manage emotions. • Listen actively. • Breathe and take your time.
Naming	<ul style="list-style-type: none"> • Acknowledge conflict. • Name ground rules. • Name silence. • Name that this is hard to talk about. • Name your identities. • Name your own potential for shortcoming.
Intent vs. Impact	<ul style="list-style-type: none"> • Acknowledge the impact of your behavior. • Seek to rectify it. • Practice benefit of the doubt. • Remember: the relationship is more important than "being right."