

For Those Oops Moments

What might listeners and speakers do to effectively respond to one another when something has been said that creates concerns of cultural insensitivity, disrespect, and/or unfairness? *This list of possible responses is meant to open up possibilities for more effective communication.*

<p>Listener – Speaker: What you might say when you hear something insensitive</p> <ul style="list-style-type: none"> <input type="checkbox"/> I find the term you are using makes me uncomfortable. <input type="checkbox"/> I support your desire to speak your mind but the language you are using strikes me as disrespectful. <input type="checkbox"/> I am interested in your perspective, but the way you are approaching this topic promotes hostility not understanding. <input type="checkbox"/> Did you need to make your point by using that language? <input type="checkbox"/> Your understanding of this subject is important to me, but when you present your information this way you turn me off to learning more about your ideas. <input type="checkbox"/> I think language is important, but I appreciate how difficult it can be to communicate. <input type="checkbox"/> Statements or language usage can make a speaker's intentions misunderstood. Did I understand you to mean ...? <input type="checkbox"/> I don't want to take your comments/terms out of context. Did I misunderstand your intention? <input type="checkbox"/> I hope I am not being too sensitive, but... 	<p>Speaker-Listener: What you might say when you've been accused of saying something insensitive</p> <ul style="list-style-type: none"> <input type="checkbox"/> My meaning and usage is technical but I am open to further discussion. <input type="checkbox"/> Give me a second. I have never had someone ask me that question. <input type="checkbox"/> I'm not sure I understand your position, but I want to explore your concerns. <input type="checkbox"/> You raise a good point, but we won't have time to examine this idea until next week. <input type="checkbox"/> Sounds like we should discuss these terms in greater detail. <input type="checkbox"/> Thank you for giving me the opportunity to explain myself further. <input type="checkbox"/> Language is important. Thank you for not jumping to conclusions about my intentions. <input type="checkbox"/> I try to keep up on language usage and what might be considered terms that are culturally insensitive. I apologize if my words were offensive. It was not my intention. <input type="checkbox"/> Thank you for not taking my remarks out of context. I was trying to be provocative not offensive.
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