***Confronting Bias Verbally in the Moment:***

***Verbal Judo***

**Why Judo**

* maximum efficiency, minimum effort seiryoku zen'yō (精力善用,)
* mutual welfare and benefit jita kyōei (自他共栄,)
* softness controls hardness jū yoku gō o seisu (柔よく剛を制す,)
* Resisting a more powerful opponent will result in your defeat, whilst adjusting to and evading your opponent's attack will cause him to lose his balance, his power will be reduced, and you will defeat him.

**Safety First**

Remember: If there’s a chance of the interaction turning violent, safety comes first

Don’t expect to “win”

**Principles to Remember**

**Do:**

* Weigh the consequences of *not* speaking up. Leaving a comment unaddressed may give the person permission to do the same thing again.
* Recognize that if you are in a position of power, you have a responsibility to address offensive comments.
* Ask questions that help the person reflect on what they said and clear up any misunderstandings.

**Don’t:**

* Neglect to think through the political costs, especially if you’re the target of the comment.
* Assume the person meant to offend you or anyone else; it’s possible that they are clueless.
* Accuse someone of being biased — that’s likely to put them on the defensive and unlikely to change their behavior over the long term.

From: https://hbr.org/2017/02/how-to-respond-to-an-offensive-comment-at-work

**Jokes:**

Cut them off early. “I can see where this is going and I don’t find it funny. Don’t even finish”

“Can’t you take a joke?” “Yes, but that wasn’t funny, that was (hurtful, offensive, etc)”

Don’t laugh, be silent

Interrupt: “I don’t understand. Why is that funny?” Repeat, repeat, repeat

**Prejudicial comments:**

“I’m not sure that’s accurate, here’s why”

“Wow! I can’t believe you said that.”

“I want you to know that I found your comment about \_\_\_\_\_\_\_ hurtful. I’d appreciate it if that didn’t come up again in our conversations.”

“I can guess pretty quickly that you and I do not agree about that, so let’s focus this conversation on \_\_\_\_\_\_\_\_\_\_.”

“I hope it wasn’t your intent, but that made me uncomfortable.”

“What did you mean by that comment?”

Start with, ‘if I ever say anything that hurts or offends you, I want you to tell me. Earlier, ….”

“Please use different language to discuss this issue”

“I am surprised to hear you say that. Did you know that I am \_\_\_\_\_\_\_?”

“That statement was offensive, let’s keep this on a professional level”

**Sexual Comments:**

**First--**when you sense the patient is "flirting" you should **clearly state**, in **private**, to the patient that their relationship is a professional one **only.**

**Second--**Then state that if the patient continues to behave otherwise that you will call out their behavior in front of witnesses.  -- Joan E Baumer, MD STFM Member Forum Digest for Saturday January 6, 2018

“Tone it down, buddy.”

“I’m ending this visit now and will ask the \_\_\_\_\_\_\_\_\_\_ to contact you to discuss this behavior”

“If someone said that to your mother, sister or daughter, would that be OK with you?”

“I hope you didn’t mean anything by it, but like many women, I really don’t like to be called *(sweetheart, darling, honey, etc).* I find it insulting. Please don’t do that. Thanks”.

**Age Comments:**

You don’t look old enough to be a doctor! “Why thank you!”

“That’s good to hear, I was worried the last (4, 6, 8 years) of training may have aged me”