



## ***Shifting Out-of-date Terms & Differential Thoughts & Treatment for Similar Behaviors***

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**What out-of-date and/or never  
appropriate terms did you ever  
use or hear?**

# **Seemingly common terms, phrases ... can still have a microaggressive impact**

- **Low man on the totem poll**
- **I'm so schitzo these days**
- **You are so "ret....ed!"**
- **That's so gay!**
- **Let's have a pow wow**
- **We need to circle the wagons**
- **Black: list, ball, mark...**
- **Rule of thumb**
- **That's a crazy idea**
- **What are you, deaf?!?!**
- **They're wet behind the ears**
- **You are such a spaz!**
- **There are off the reservation!**
- **She's such a slave driver**
- **We have too many Chiefs, not enough Indians**
- **Others?**

# What can we do when: Use PAIRS

**PAN** (share what you observed, noticed)

**ASK** a question

**INTERRUPT** the dynamic

**RELATE** in ~ to the person, situation

**SHARE** a reaction, story, example, feeling...

# What can we do when a colleague says, “That’s so gay!” : Use PAIRS

## **PAN**

- You probably didn't notice...you said “that’s so gay.”
- I could be mistaken... but I think you had an unintended impact by using that term...

## • **ASK:**

- What were you hoping to communicate by using that phrase? What message do you think it sends?
- Do you know why that phrase is inappropriate?
- Is there another word or phrase that can convey what you meant?
- I wonder how that term landed on team members?
- What do you think your impact could have been?

# **What can we do when a colleague says, “That’s so gay!” : Use PAIRS**

- **Interrupt**
  - **Can we pause a moment... that phrase impacted me, my guess is others.**
  - **That’s not a phrase we use here.**
- **Relate**
  - **I used to use that phrase ...**
  - **I have used hurtful phrases in the past and always appreciated when someone helped me understand what was inappropriate about it**
    - **I’d like to share what I’ve learned...**
- **Share**
  - **I remember hearing people use that phrase and didn’t realize the negative impact. Now I interrupt it every time I hear it.**
  - **In the past, I have sat quietly while that phrase has been used and I’ve said other triggering words before I learned their negative impact.**

# Ways to interrupt

1. **That's an interesting term...**
2. **I wonder where that phrase came from...**
3. **I recently learned the origin of that term and why is it inappropriate to use today.**
4. **I wonder if that term has a negative impact I'm not aware of?**
5. **I used to use that term, then someone told me its impact today.**
6. **What were you wanting to communicate with that term? Is there another way to phrase that?**

***Noticing and shifting* differential thoughts  
& treatment for similar dynamics**

# Notice/Pan differential thoughts, judgments & treatment for similar dynamics

- |   |   |
|---|---|
| <b>1. (About someone whose 1<sup>st</sup> language is Spanish), “I can’t understand them!”</b>              | <b>1. (About someone from Australia), “I love their accent!”</b>                                  |
| <b>2. (About Person of Color or Indigenous client who is low income), “If they just worked harder...”</b>   | <b>2. (About a white low-income client), “They’ve had such a hard life; can’t catch a break”</b>  |
| <b>3. (A nonbinary client uses different pronouns now), “It is too hard to remember all these changes!”</b> | <b>3. (A female colleague changed her name after getting married), “Welcome back Mrs. _____!!</b> |

# **Ways to interrupt & shift dynamics:**

## **Offer an alternative perspective**

- 1. I wonder how people would react similarly or differently if it was an English or Australian accent...**
- 2. Watching Scottish actors on tv we put on the captions; but I doubt most people judge them...**
- 3. I notice how we sometimes judge Indigenous and other People of Color who are low income while giving the benefit of the doubt to low-income white clients.**
- 4. Do we say the same things about low-income white clients?**
- 5. It has taken me a few tries to correctly use their pronouns, but I don't seem to have a problem remembering Julie's new married last name....**

**More types of  
differential thoughts, judgments &  
treatment  
to pay attention to & shift**

# Common Behaviors Seen as Leadership Capacities

1. **Assertive**
2. **Strong, clear voice**
3. **Innovative, risk taker**
4. **Visionary**
5. **Direct**
6. **Passionate**
7. **Raises important issues and points**
8. **Extroverted**
9. **Confident**
10. **Can think on their feet**

**If some people, possibly members of 1+ marginalized groups, demonstrate these behaviors, they may get judged to be/labeled:**

- 1. Assertive**
- 2. Strong, clear voice**
- 3. Innovative, risk taker**
- 4. Visionary**
- 5. Direct**
- 6. Passionate**
- 7. Raises important issues and points**
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- 10. Can think on their feet**

- 1. Aggressive**
- 2. Loud**
- 3. Reckless**
- 4. Unrealistic**
- 5. Rude, intimidating**
- 6. Angry, self-righteous**
- 7. Outspoken, confrontational, troublemaker**
- 8. Dominating, too talkative**
- 9. A know-it-all, arrogant**
- 10. Unpredictable, unorganized**

# **Ways to interrupt & shift dynamics:**

## **Offer an alternative perspective**

- 1. I haven't heard us use the label "aggressive" when white male colleagues are clear and assertive.**
- 2. It seems we're only critiquing women who seemed confident in the interviews as arrogant or a know-it-all as well as Black men.**
- 3. I am rather direct, but I'm not labeled as rude or intimidating. Is it because I am white?**
- 4. I thought our colleague of color was passionate, not angry or self-righteous. What do people call me when I'm passionate?**