

Responding Effectively to Mistreatment

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Speak up

1 Avoid humor.

While it might be a natural reaction to laugh or make a joke when you feel uncomfortable, laughter or humor might be seen as validation or reinforcement of the comment or action.

2 Ask the person to explain what they meant.

Ask direct questions for clarification and discussion.

3 Indicate that the situation is uncomfortable.

4 Avoid personal attacks.

Call out their action or impact of their action. Instead of saying, *"You are being racist"*, say, *"The way that you spoke to your nurse regarding her race is disrespectful and will not be tolerated at UIHC"*.

5 Consider making the situation a teachable moment.

The person who was mistreated is not responsible for educating someone every time. By stepping in, you can help reduce the burden on the person who was mistreated.

Support

1 Say something.

Feel empowered to stand up against mistreatment. We are responsible for making UIHC and our communities welcoming and inclusive.

2 Validate.

Showing the person who was mistreated that you saw what happened can be a powerful, supportive action.

3 Ask.

Allow the person who was mistreated to speak up for themselves if they wish.

Allow the person to remove themselves from the situation if they feel uncomfortable in the moment.

Invite the person who was mistreated to share their feelings if they feel comfortable doing so.

Ask how you can help.

Try to focus on the feelings of the person who was mistreated rather than on your own feelings.