

## Addressing a controversial comment

### 1. Now or later?

If tensions arise, **let yourself take a moment** to decide whether to address the issue immediately, take it up separately with certain individuals, or raise it in the next group meeting.

### 2. Judge the comment & explain why *(not the person!)*

Based on: your own feeling / morality / a norm / previous made agreements

*'That comment makes me feel uncomfortable.'*

*'Coen prefers to be addressed as they, remember?'*

*'I don't find it acceptable to use the word gay with that negative annotation.'*

*'You're stating this as a fact, instead of your opinion. So I'm missing nuance.'*

### 3. Ask (and give space) for a reaction

*'Do you understand why I say this?'*

*'I'm curious to hear your thoughts on this.'*

*'Are you aware your words have this effect?'*

### 4. If needed repeat step 2 or add to your explanation.

Listen with attention!

### 5. Find common ground / connection

For example by:

- Mentioning a common goal
- Underlining differences within groups, or similarities between groups.
- Humor