



## Triggered by Micro-Aggression

You are a 25 year old Asian-American. Having recently joined the company marketing team, this is your first marketing team meeting.

Beth is the group leader. She's discussing the need to break down the numbers using analytics. She then turns to you and remarks, "Tina...you ought to be good at handling this."

You feel a bit offended at the comment. But you also know that Beth seems like a very open and friendly person. You text her for a quick meeting in an open room.

In preparing the ground, you know you will be using the Law of Charity and also paying attention to being a good listener.

**You:** "Hey, I just wanted to let you know that I'm looking forward to the project and in working with you and team. However, it's not a BIG deal, but I was a bit taken aback when you made the comment about me being good at analytics. So I wanted to just let you know that even though I'm Asian...math is not my personal strong suit."

**Beth:** "Oh my gosh...I didn't mean anything by that. I am so sorry! You need to know that I'm not that type of person. I am SO embarrassed."

You pause to make sure Beth is finished speaking.

You: (Smiling with open arms) "FIRST, I'm not hugely offended. Actually, I am super excited to be working with you and the rest of the team. I've actually gotten this and a lot worse...so I really appreciate YOUR understanding. But I am going to need some time to jump into these numbers....even though it's not my strong suit" (Smiling)

Beth: "Absolutely, and again I'm sorry. I'm looking forward to our working together...and let me know if you need anything."

**W** - You listened to Beth and respected her throughout her response

**A** - You decided to use the Law of Charity and focusing heavy on listening, rather than judging

**L** - You let go of judging and laying into Beth. Instead you used a kinder tone and the Law of Charity to give her the benefit of the doubt for her saying the micro-aggressive comment.

**K** - In keeping track, you re-visited the ABC method to strengthen a healthier belief that not everyone who provides a microaggression is doing so because they are hateful or evil people.