

*One voice makes a difference.*

## ***Ouch! Your Silence Hurts***



## **Leader's Guide**

Based on the book, *Ouch! That Stereotype Hurts*, by Leslie C. Aguilar

Produced and Distributed by Joel Lesko



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*Your voice makes a difference.*

# ***Ouch! Your Silence Hurts***

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# ***Ouch! Your Silence Hurts***

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## ***Ouch! Leader's Guide***

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### **Introduction**

Dear Workshop Leader,

Thank you for leading *Ouch! Your Silence Hurts* learning sessions. Through this workshop you will encourage and empower Bystanders to use their voice as active Allies when they witness others being treated with disrespect.

The objectives of *Ouch! Your Silence Hurts* are to....

- Understand the high cost of Silent Collusion
- Explore the power of the Bystander to make a difference
- Enhance skills necessary to become an effective Ally.

Every day I'm learning more about the power of the Bystander to make a difference and what it means to be an Ally – a change agent. Creating *Ouch! Your Silence Hurts* is one step on this journey. I look forward to traveling this road with you and would enjoy hearing from you about your experiences using *Ouch!* as well as your suggestions, questions or ideas.

Respectfully,

Leslie C. Aguilar



Leslie@DiversityInclusionCenter.com



### **How to Use *Ouch! Your Silence Hurts***

*Ouch! Your Silence Hurts* will inspire Passive Bystander to use their voice as Pro-Active Allies. This training can be used in any group of people where you wish to build a respectful and inclusive environment.

*Ouch! Your Silence Hurts* training program is designed to be flexible. It can be used as a stand-alone workshop or incorporated into a broad range of development programs, such as:

- Teamwork
- Communication
- Coaching and Mentoring
- Diversity and Inclusion
- Change Agent Skills
- Leadership Development
- Bullying Prevention

All the materials for leading *Ouch! Your Silence Hurts* are included in your training kit. Contents include:

- *Ouch! Your Silence Hurts* DVD (9:20 minute video) and DVD Extra Features
- *Ouch! Your Silence Hurts* CD with Leader's Guide, PowerPoint, Participant Materials, and Mini-Poster

*See the full description of the Leader's Kit on the following pages.*



### Contents of the Leader's Kit

#### ***Ouch! Your Silence Hurts DVD***

*Ouch! Your Silence Hurts* video presentation can be played in full (9:20 minutes) or by chapter. The narration provided in this Leader's Kit is based upon playing the full video.

- Chapter 1: Opening (1:20 min)
- Chapter 2: Silent bystander (3:20 min)
- Chapter 3: You have a choice (2:40 min)
- Chapter 4: Use your voice (1:50 min)

#### **Skill-BUILDER stories from the video**

*Ouch! Your Silence Hurts* Skill-BUILDER stories are available for use in the Skill-BUILDER activity. These four scenarios are repeated from the main presentation so that participants can practice addressing the situations.

- Story 1: Promotion (54 sec)
- Story 2: Service (30 sec)
- Story 3: After Work (40 sec)
- Story 4: Team Building (40 sec)

The scenarios are also included in the PowerPoint Presentation and the Handout (both found on the CD).

**DVD Extra Features** have been added for your creative use. Some ideas are presented for each, although it's up to you to determine how YOU would like to use them.

- *When I'm left out, treated as inferior...* (1:10 min)
- *When I feel people talking down about me...* (50 sec)
- *I would say something if...* (40 sec)
- Trailer for internal promotion of your training (1:40 min)



## **Contents of the Leader's Kit**

*Continued*

### **Special DVD Options (Subtitles)**

*Ouch! Your Silence Hurts* video presentation has an option for English for the Deaf and Hard of Hearing (SDH). FCC rules provide that SDH may be used in lieu of closed captioning. Subtitles in five additional languages are also included: Spanish, French, French Canadian, German, and Dutch.

To access the subtitle options from any of the menus, click on "English (SDH) & Language Subtitles." On the new menu, click on the subtitle of your choice. This turns on the subtitle feature for all the videos. Return to Main Menu to select the video you wish to play.

To turn off subtitles, return to the subtitle menu and click the "Turn Subtitles OFF" button at the bottom of the screen.





# **Contents of the Leader's Kit**

*Continued*

## ***Ouch! Your Silence Hurts* CD (Training Materials)**

### **Leader's Guide**

The Leader's Guide provides all the information necessary to lead *Ouch! Your Silence Hurts* training. Tab 2 of the Leader's Guide provides a fully-scripted 30-minute session or 60-minute workshop. The two versions are identical except that the 60-minute workshop includes a Skill-BUILDER activity.

The script is given for your convenience. Feel free to create your own workshop by writing a different narration. Some tips are also given for delving deeper into the Skill-BUILDER module, which would lengthen the workshop to 75 to 90 minutes.

Ideas for using the DVD Extra Features are also included.

### **Participant Materials**

A six-page Participant Handout is provided for your use. If you are leading the 60-minute workshop, use the full six pages. For the 30-minute session, only one page is needed (Key Concepts / Discussion). For flexibility, handout pages are not numbered. The handout is a color document but can be printed in either color or black & white. Feel free to create your own handouts as well.

### **PowerPoint**

Two PowerPoint presentations are included – for the 30-minute session and the 60-minute workshop. There is also a pre-formatted Master Slide that you can use to create additional slides of your own.

Slides may be hidden or un-hidden to customize your presentation. Currently, in the 60-minute workshop, the four Skill-BUILDER scenario slides are hidden, as the recommended approach is to review the scenarios on video and the Participant Handout. However, if you prefer not to use handouts or the video-based Skill-Building stories, simply un-hide the corresponding PowerPoint slides.

### **Mini-Poster**

An 8 1/2" x 11" mini-poster is included. Two versions are available: in black and white and in color. It is not recommended to print the color poster in b&w, due to the dark background.



### **Preparing Ahead of Time**

#### **Prepare Yourself**

Familiarize yourself with the *Ouch!* DVD / Video and Leader's Guide.

Check a multicultural calendar when selecting a training date.

Book the room and the refreshments.

Invite participants. Send reminder notices and create sign-up sheet, if needed.

Determine number of participants and any needs they may have (e.g., subtitles, accessibility, dietary restrictions, etc.)

Adapt the outline to your group's needs and time restrictions. Customize, add, hide or un-hide PowerPoint slides to match your outline.

Gather materials (*Ouch!* DVD / Video, Leader's Guide, PowerPoint, Handouts, Roster, etc.)

#### **Prepare the Room**

Arrive early before the training workshop.

Arrange tables and chairs for small groups of 4 – 6 participants. Ensure sufficient aisle space for participants using wheelchairs.

Test your AV equipment to ensure it is working properly and that volume levels have been set. (DVD, PowerPoint)

Create any charts you plan to use (if not using PowerPoint).

Select the desired *Ouch!* version.

If offering refreshments, place them where they are easily accessible without disrupting the group.



# Preparing Ahead of Time

*Continued*

## Prepare Your Participants

- Greet participants as they enter the room.
- If you are not allotting time for participant introductions during the workshop, encourage participants to meet each other in the few minutes before the workshops begins.
- Ask participants to silence electronic devices.
- Encourage participants to become involved. Invite their questions and comments. Set the stage that there will be diversity of experiences and ideas. It is OK to have different points of view.

## Other Preparation

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## **Room Set-Up / Materials List**

### **Room Set-Up**

Small tables with 4 – 6 chairs per table

DVD Player (unless you are projecting the DVD through your laptop)

Laptop and LCD Projector (for PowerPoint), Screen

Table (in front) for Leader

### **Materials**

*Ouch! Your Silence Hurts* DVD

PowerPoint Presentation

- 30 minutes (without Skill-BUILDER)
- 60 minutes (with Skill-BUILDER)

Leader's Guide

Participant Handout

Participant Roster

Other:

## Leader's Notes Pages

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Ouch! Your Silence Hurts  
Agenda / Script

II: PROGRAM OUTLINE / SCRIPT ..... Pages 2.1 – 2.26

Ouch! Your Silence Hurts (30 or 60 minutes) ..... 2.2

Ouch! Extra Features ..... 2.22

Ouch! Your Silence Hurts

- Minimum Time: 30 minutes (without Skill-BUILDER)
- Maximum Time: 60+ minutes (with Skill-BUILDER)
- 3 – 5 min. . . . . Welcome / Introduction / Goal / Objectives / Agenda
- 3 min . . . . . Key Concepts
- 10 min . . . . . Ouch! Your Silence Hurts Video
- 12 min . . . . . Small-Group Discussion
- 30 min . . . . . Skill-BUILDER
- 1 min . . . . . Summary and Closing

Thirty (30) minutes is the minimum time required for the *Ouch!* session. If you would like to incorporate the Skill-Building module, sixty (60) minutes is the minimum time.

You are encouraged to expand the workshop to 75 or 90 minutes if you would like to include participant introductions and to delve more deeply into the Skill-Building activity.



# Ouch! Your Silence Hurts Script

30 minutes (without Skill-BUILDER)

60 minutes (with Skill-BUILDER)

## PRE-PROGRAM

- *If appropriate to the setting, greet participants as they arrive. Encourage participants to interact with one another as there are no formal participant introductions in this program.*

## WELCOME / INTRO / GOAL / OBJECTIVES / AGENDA

3 – 5 min

**PowerPoint:** Welcome

**PowerPoint:** Goal /  
Objectives

## WELCOME / INTRODUCTION / GOAL / OBJECTIVES / AGENDA

Welcome to ***Ouch! Your Silence Hurts***. I'm \_\_\_\_\_  
and I will be leading our conversation today. My role is to share  
some information on how silence in the face of disrespect  
affects us all – and to explore with you ways to use your voice  
to effectively address issues of disrespect. (GOAL)

Here are our objectives and agenda for our \_\_\_\_ minutes together.

You will have the opportunity to:

- Understand the high cost of Silent Collusion
- Explore the power of the Bystander to make a difference
- Enhance skills necessary to become an effective Ally

## PowerPoint: Agenda

Here's how we'll go about it.

### Agenda:

- Welcome / Introduction
- Key Concepts
- *Ouch! Your Silence Hurts*
- *Ouch!* Discussion
- Skill-BUILDER\*
- Summary

(NOTE: \*This is a 60-minute program, with skill building included. If you only have 30 minutes, you have the option of omitting the Skill Builder or conducting it at a later time, as a follow-up. Use the appropriate PowerPoint presentation for 30-minute sessions or 60-minute workshops.)

## KEY CONCEPTS

3 min

### KEY CONCEPTS

We will be exploring some key concepts throughout our time together. I want to ensure that we are all clear on these terms – as they are pivotal to our learning. You may have used different meanings for some of these, or they may be unfamiliar to you. Let's define the key concepts as we're using them today.

#### ■ Review: Key Concepts

**Silent Collusion** means you are going along with something by remaining silent.

Source: *Ouch! That Stereotype Hurts* by Leslie Aguilar

Does that ever happen to you – there is something you don't agree with, but you choose not to say anything?

One common phrase that captures this concept well for me is: *"I go along to get along."* Some of you may have been raised with the belief that you shouldn't *"rock the boat."* These, and other cultural norms, have encouraged – or at the very least, supported – people remaining silent.

The difficulty with Silent Collusion is that silence is often perceived as agreeing.

## PowerPoint: Key Concepts

### Silent Collusion



## Ouch! Your Silence Hurts

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### Bystander

A **Bystander** is a person present but not involved; chance spectator; onlooker.

Source: Dictionary.com

Taking it one step farther, let's define Passive Bystander.

### Passive Bystander

A **Passive Bystander** witnesses a negative situation which requires positive action, considers taking that action, then responds by remaining silent and doing nothing.\*

Here's an example that many of us can relate to – you hear a joke or comment that is demeaning to a group of people – perhaps immigrants or a certain age group. You recognize that the comment is insensitive and demeaning, consider saying / doing something, but opt not to take action.

### Pro-Active Ally

A **Pro-Active Ally** witnesses a negative situation which requires positive action and responds by taking action to address the situation. Another term for Pro-Active Ally is **Active Bystander** or **Upstander**.\*

All of us find ourselves in the position of Bystander from time to time. And all of us – adult or child – are capable of being Passive Bystanders or Pro-Active Allies.

An example of a Pro-Active Ally might be the child at school who witnesses another kid being bullied, then steps in and says to the targeted child – “Hey, I’ve been looking for you...let’s go get lunch;” or the co-worker who advocates for an employee who is being treated unfairly. Or, in the extreme case, the person who risks his/her life to assist someone else who is in danger.

Are there any questions or comments about Silent Collusion, Passive Bystander or Pro-Active Ally?

*(Sources: \*The concepts of Passive Bystander and Pro-Active Ally are adapted from the work of Drs. Latané & Darley, Staub, and other researchers and social psychologists.)*

### **VIDEO: *OUCH! YOUR SILENCE HURTS***

9 min, 20 sec

#### **INTRODUCE *OUCH! YOUR SILENCE HURTS* VIDEO**

Let's explore these concepts in more depth through a presentation titled *Ouch! Your Silence Hurts*. *Ouch!* shows real-life examples of the impact of silence on those involved. As you watch, notice that everyone in each situation is affected – those directly involved in the interaction and those who are Bystanders.

#### ***OUCH! YOUR SILENCE HURTS* VIDEO**

- *Show video.*

## Ouch! Your Silence Hurts

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### **SMALL-GROUP DISCUSSION**

(Pairs, triads or small  
table groups)

12 min total

- 10 min set-up and  
discussion
- 2 min debrief

**PowerPoint / Handout:**  
*Ouch! Your Silence Hurts*  
Discussion

### **OUCH! YOUR SILENCE HURTS DISCUSSION**

- *Distribute / refer to Ouch! Your Silence Hurts Discussion Questions (PowerPoint or handout).*
- *Review instructions.*

With your partner(s), share your thoughts and feelings about the video and answer these three questions (on your discussion sheet / on the screen).

#### ***Ouch! Your Silence Hurts Discussion***

*Directions: Consider the following questions. Out of respect for others, please avoid identifying specific individuals in your discussions. If you use yourself as an example, let your partner(s) know if the situation is to remain confidential.*

- 1.** What was the impact on you of hearing these individuals' life experiences?
- 2.** When have you seen or been a Passive Bystander? (Silent Collusion)
- 3.** What can you do to become a Pro-Active Ally? What skills have you used / can you use to speak up?

*(NOTE: During the 10-minute discussion and debrief, listen carefully for Ally skills that participants have used or heard – you will summarize them at the end of the debrief.)*

- *Let the participants know when half the time (5 minutes) has passed.*

### Discussion Debrief

2 min

### DISCUSSION DEBRIEF

- *After 8 – 10 minutes, bring the entire group back together.*
- *Solicit and discuss any questions / points / experiences that arise.*

Listening to your stories, questions and experiences, it's clear that you have had / seen plenty of situations involving both Passive Bystanders and Pro-Active Allies. What are some of the skills you can use to speak up as a Pro-Active Ally?

*(NOTE: Listen and capture these skills – either on paper, white-board, chart, or in your head – so you can use in the summary.)*

### Discussion Summary

2 min

### DISCUSSION SUMMARY

You identified some skills you have seen or used to be an effective, Pro-Active Ally. Those include: \_\_\_\_\_.

- *Summarize the skills shared by the group.*

These are skills that will help you be an effective Ally.

Some other Ally skills to consider (*only add these if they have missed them*) are:

- Ask a Question
- Appeal to Empathy
- Interrupt and Redirect
- Make It Individual / Personal (Use the “I” Voice)

Remember, to become a Pro-Active Ally, it can be as simple as:

- Ask a Question:  
*“How do you think Ahmed would feel if he heard you say that?”*

This question is also an example of Appealing to Empathy.

- Appeal to Empathy:

*“Can you think of a time when you felt like you didn’t belong?”*

- Interrupt and Redirect:

*“Hey, wait a minute, that’s what Michelle has been saying.”*

- Make It Individual / Personal (Use the “I” Voice):

*“I found out my granddaughter is lesbian and I realized that when we make these comments, we’re talking about her.”*

*(NOTE: If you are conducting a 60-minute workshop, continue with the Skill-BUILDER. If you are conducting a 30-minute session, move to the Program Summary.)*

## SKILL-BUILDER

30 min

### Worksheet & PowerPoint: Skill-BUILDER Scenarios

3 min

### Video: Skill-Builders

(All: 2:44 min)

1. Promotion: 54 sec
2. Service: 30 sec
3. After Work: 40 sec
4. Team Building: 40 sec

## INTRODUCE SKILL-BUILDER

Let's revisit several situations we saw in the video where the Bystander remained silent. We'll practice being an Ally and speaking up in these situations.

- *Distribute / refer to worksheet.*
- *Assign one scenario to each table.*

As you view the scenarios, pay particular attention to your assigned scenario. Afterward, you'll discuss these questions as they relate to your particular scenario.

- *Review questions.*
- 1. What's happening here? (Name it.)**  
(e.g., This scenario shows exclusion, or stereotyping, or...)
  - 2. What is the impact of Silent Collusion in this situation?**
  - 3. How does this apply to our workplace?**
  - 4. Demonstrate at least one way you could speak up to become an Ally for the targeted person. (Show us.)**

## SKILL-BUILDER STORIES FROM VIDEO

- *Show video (or review scenarios using PowerPoint / Handouts).*

*(NOTE: You may choose several or all four of the Skill-BUILDER stories for practice. If you choose all four, keep a fast pace in the debrief to ensure completion of the module in 30 minutes. For extended workshops, an alternative is to proceed through all four scenarios, one at a time, leading a large group discussion following each scenario. This will double the time needed to complete the Skill-BUILDER activity. Optional facilitator questions are given to explore each scenario more deeply.)*

**Worksheet or PowerPoint:**

Skill-BUILDER Scenarios

10 min

**SKILL-BUILDER PRACTICE**

Please work in your small groups for the next 5 to 7 minutes to answer the questions for your scenario. We'll ask you to share your responses with the rest of us, and to demonstrate briefly a phrase, question or action you might use to speak up as an Ally.

*(NOTE: After 5 to 7 minutes, ask participants to prepare to present their discussion and demonstration to the group. Allot an additional 3 minutes.)*

**Skill-BUILDER Debrief**

15 min

**DISCUSSION DEBRIEF**

- *After 10 minutes, bring the entire group back together.*
- *Solicit each group to briefly answer the three questions and to demonstrate what they might say, ask or do as a Pro-Active Ally.*
- *If time allows, consider including some of the optional facilitator questions.*

*(NOTE: Sample participant responses are provided.)*

### Scenario One: Promotion

### Scenario One: Promotion

“In today’s meeting, we were discussing who should be promoted to assistant manager. When Kendall’s name was brought up, one of the directors said, *‘Is that the image you want for a manager? We need someone, you know....’* Kendall’s name was dropped from consideration. I felt bad for her. She’s really talented, very driven – she’s like the glue that holds her project team together. Who cares about the rest?”

#### **Kendall:**

“When I heard I wasn’t considered for promotion because of my so-called *‘image,’* I was pretty angry. I’ve been working towards this promotion for a while. I wasn’t in the meeting to defend myself and no one spoke up for me. Nobody. Makes me wonder if I have a future here.”

#### **1. What’s happening here? (Name it.)**

- Fit
- Discounting someone’s talent based upon his / her physical appearance
- Generational differences
- Potential discrimination (physical disabilities protected by law; size protected in CA)
- Silent Collusion

#### **2. What is the impact of Silent Collusion in this situation?**

- May not promote the person with the most talent
- Kendall may give up and leave (or give up and stay)
- Nothing changes

#### **3. How does this apply to our workplace?**

- We discount \_\_\_\_\_
- It doesn’t apply – we don’t have that issue because we have a dress code (*NOTE: Delve deeper into what talent is excluded, generational concepts, evolving mainstream concepts.*)



### **Optional Questions:**

- What is the cost of ignoring or discounting talent because of... (style, body size, physical abilities or disabilities)?
- How do you balance between fitting a certain image and finding the most talented employees? Does this change across generations?
- Based on your experience, who did you first envision Kendall would be?

### **4. Demonstrate at least one way you could speak up to become an Ally for the targeted person. (Show us.)**

- “What do you mean about ‘image’?”
- “Can we talk a little more about Kendall? She’s hard-working, very talented and driven. She’s like the glue that holds her project team together. Isn’t that what we want in a manager?”
- “Hey, let’s not overlook a talented employee simply because...”

### Scenario Two: Service

### Scenario Two: Service

“Today one of the other servers was rude to this older African-American couple. Even though they got there first, she served them last. She didn't talk with them or check on them like she did the other tables. You could tell it upset them, and they didn't leave a tip. Afterward, my co-worker said, *‘Black people are the worst tippers. I hate serving them.’* I feel horrible. I would never treat people like that. But I didn't think it was my place to say anything. I'm new here.”

#### 1. What's happening here? (Name it.)

- Stereotypes acted out through behavior
- Disparate treatment
- Discrimination
- Poor customer service
- Silent Collusion

#### 2. What is the impact of Silent Collusion in this situation?

- Will lose these customers
- Bad word-of-mouth about the restaurant
- Stereotype becomes reinforced in server's mind
- The behavior continues and affects other
- Possible lawsuits
- The Bystander internalizes the emotions (could affect retention)

#### 3. How does this apply to our workplace?

- Participants give examples of stereotypes and impact on employees, customers, and bottom line.

*(NOTE: You may need to help participants bridge from one industry to their own. Ask: Even though our workplace is not a restaurant, how do stereotypes show up in our industry? What is the impact?)*

**4. Demonstrate at least one way you could speak up to become an Ally for the targeted person. (Show us.)**

- “What? Do you really mean that?”
- “How would you feel if a server ignored you like that? Would YOU tip?”
- “I know you don’t mean that. They just didn’t tip because you didn’t serve them well. You must be having a really bad day.”
- “Black people aren’t the only people who don’t tip when they are served poorly – lots of people do that.”
- “You know, all people deserve good service – regardless of race.”
- “I’ve never had that experience. I get good tips.”
- Bystander server could talk with the guests, refill their water, help out to ensure they receive good service. She could then address the situation afterward with her co-worker.

### Scenario Three: After Work

### Scenario Three: After Work

“One day I was with my friends. We stopped at a convenience store after work to get something to drink. We were standing by the car when a man – a Mexican guy – drove up. He got out of his car and he smiled. That’s when I heard one of my friends say, *‘Hey, looks like you’re on the wrong side of the Rio Grande. Now what are we going to do about that?’* At the exact moment he said that, the man’s kids got out of the car. The man just grabbed his kids, put them in the car, and drove off. Everybody started laughing. I should have said something, but I didn’t. I should’ve though.”

#### 1. What’s happening here? (Name it.)

- Taunting
- Implied threat
- Silent Collusion
- Assumptions about ethnicity (e.g., a man who appears to be Hispanic / Latino is assumed to be Mexican)

#### 2. What is the impact of Silent Collusion in this situation?

- Non-safe environment for the targeted person
- Impact on children
- Behavior continues
- Potential escalation / violence

#### 3. How does this apply to our workplace?

- Our employees may experience similar situations outside of work
- We expect higher levels of acceptance, tolerance and respect than what might happen outside our doors

#### Optional Questions:

- How does this scenario differ from the other three?
  - Outside of workplace
  - More overt, traditional bias
  - Rises to the level of a taunt, implied threat

- The taunt may not have happened in the absence of the Bystanders. The friends (Bystanders) are the intended audience.
- Targeted person may feel unable to speak up, given the size of the group of Bystanders, and his concern for his children's safety.
- How do events outside of the workplace affect what occurs inside the workplace?
- How does the presence of children affect your feelings about this situation?
- In your personal experience, which is more difficult for you to address — personal or workplace comments?

**4. Demonstrate at least one way you could speak up to become an Ally for the targeted person. (Show us.)**

- “Hey, man, that’s not cool.”
- “Hey, man, that’s not cool. He has his kids with him.”
- “What was that all about? He didn’t do anything to us.”

### Scenario Four: Team Building

### Scenario Four: Team Building

“We were talking about hobbies today during a team-building activity. One of the guys, Michael, said he enjoyed decorating his new home. That immediately unleashed comments about ‘*real men*,’ and ‘*how sweet*.’ Everyone laughed, but I noticed that Michael shut down after that. I get angry that people make so many off-handed remarks like this and label everything. It happens all the time. I would say something if other people would speak up, too.”

#### 1. What’s happening here? (Name it.)

- Labeling
- Innuendos about sexual orientation
- Subtle discounting
- Not speaking up – Silent Collusion

#### 2. What is the impact of Silent Collusion in this situation?

- Employee shuts down / withdraws from the team-building process
- Sends a message that it’s OK to make demeaning comments about sexual orientation

#### 3. How does this apply to our workplace?

- Similar innuendos and comments are made
- People don’t speak up
- Discussion of organization’s non-discrimination policy

#### Optional Questions:

- Why are these small, subtle innuendos, comments, or jokes so important?

**4. Demonstrate at least one way you could speak up to become an Ally for the targeted person. (Show us.)**

- “Good for you, Michael. I have no talent in that area. My place still looks like my first apartment did.”
- “I decorate, too, and my wife loves it.”
- “Congrats on your new home, Michael. That’s great.”
- Later: “I know you wouldn’t undermine our team on purpose. But when you and others made the joke today about ‘*real men*,’ it caused Michael to shut down? Did you realize that?”

### Skill-BUILDER Summary

1 min

### Skill-BUILDER Summary

Thanks. Good work. We see that there is an impact when we silently collude and that there are many ways to speak up as an Ally. It doesn't matter if the words are perfect.

As we heard on the video:

Speaking up now, even if it's clumsy, is better than perfecting in your mind later what you could have said, should have said, and didn't say.

When you speak up on behalf of someone else, you make a difference. The targeted person will know he or she is not alone, and you will know you did the right thing.

If, for some reason, you feel unable to speak up, then seek an Ally who will support you (a friend, colleague, teacher, management member, or someone in Human Resources).



### PROGRAM SUMMARY / CLOSING

2 min

**PowerPoint:** Key Learning  
Points

### PROGRAM SUMMARY / CLOSING

This brings us to the end of our time together. Let's take one minute to briefly summarize the key learning points for this workshop.

#### Key Learning Points:

**Silent Collusion** means going along with something by remaining quiet. Even if you don't agree, your silence is often perceived to mean agreement.

A **Bystander** is a chance spectator, or onlooker.

What's important to remember about being a Bystander is that you are the "audience" in the situation. So while you may be silent, you are still playing a role in the situation.

You have a choice. You can be:

a **Passive Bystander** who witnesses a negative situation, considers taking action, then responds by doing nothing – saying nothing; or

a **Pro-Active Ally**, someone who witnesses a negative situation and responds by taking action to address the situation.

You can use the four Ally techniques we discussed (and others you find effective).

- Ask a Question
- Appeal to Empathy
- Interrupt and Redirect
- Make It Individual / Personal

What questions are on your mind about Silent Collusion, Passive Bystanders, or Pro-Active Allies?

Thank you for your time, insights and for working at becoming Pro-Active Allies.

If each of us speaks up on behalf of respect, collectively we will create a workplace (and society) where individuals feel welcomed, valued, and treated with dignity and respect.

You are more powerful than you know.

Remember...

- *Display closing slide.*

*One voice makes a difference.*

*Your voice makes a difference.*

*Use your voice!*

**PowerPoint:** Quote



### Suggestions for Using **Ouch! DVD** Extra Features

There are four Extra Features included on your DVD:

- *When I'm left out, treated as inferior...* (1:10 min)
- *When I feel people talking down about me...* (50 sec)
- *I would say something if...* (40 sec)
- *Ouch! Trailer* (1:40 min)

Get creative with how you use these Extra Features to support your diversity and inclusion efforts. Following are two sample scripts for using the Extra Features in 10-minute meeting openers or discussion-starters on Silent Collusion and speaking up as a Pro-Active Ally.

#### **1) *When I'm left out, treated as inferior...***

*(NOTE: This clip utilizes the opening dialogue from "Ouch! Your Silence Hurts." A second interchangeable clip titled "**When I feel people talking down about me...**" can be used instead.)*

Welcome.

As part of our on-going effort to build an inclusive workplace, we have a few minutes in our agenda today to discuss inclusion and speaking up on behalf of respect. We will explore what happens when individuals do not feel supported or included in our workplace.

We'll begin by viewing a presentation titled: *When I'm left out, treated as inferior...\**

*(NOTE: \*It is important to introduce the video using its full name. This allows participants to easily understand the first lines of the dialogue. It may take individuals a few seconds to get accustomed to hearing from an individual who is using sign language.)*

- *View clip. (1:10 min)*

Thoughts or feelings you'd like to share?

Turn to a neighbor and answer these two questions:

- What happens when individuals do not feel supported or included in our workplace?
- What is the price we pay as individuals and as an organization?
- *After participants have had a few minutes to discuss, solicit several examples.*

I encourage you to continue to treat each person with respect and to support each other in our everyday work. Creating an environment where every employee feels welcomed and valued is critical to our success. Plus, it makes \_\_\_\_\_ a great place to work for all of us.

Thank you.

### **2) *I would say something if...***

*(NOTE: This clip utilizes the "Ouch! Your Silence Hurts" narration about why people stay silent.)*

Welcome.

Today we've set aside 10 minutes in our agenda to explore some of the reasons people stay silent in the face of stereotypes, disrespect or other demeaning behavior. This discussion is part of our ongoing commitment to create an inclusive workplace where each person feels welcomed, valued, and respected.

Let's watch this 40-second clip about Silent Collusion. The term Silent Collusion means going along with something through an act of silence. Each of the individuals we will meet in the video tells why he or she didn't speak up. The video is called *I would say something if...*

- *View clip. (40 sec)*

Turn to a neighbor and talk about a time when you stayed silent even though you wanted to speak up, or when you witnessed someone else remaining silent in the face of discounting or disrespectful behavior.

- *After several minutes, bring the group back together and solicit thoughts and feelings from the group.*

Take a moment for personal reflection: What “if only” do YOU use most frequently? Consider what you will do next time you find yourself thinking “I would say something if...”

- *Share facilitator example (e.g., I often find myself using “I would say something if I had more time.” Next time, I’ll catch myself and I’ll remind myself, “I DO have time and NOW is the time.”)*
- *Allot several minutes for personal reflection.*

It’s important for us to talk about the things that happen – large and small – that undermine our commitment to inclusion. There is no room for Silent Collusion. I encourage you to move past “if only” to use your voice to make this company an even better place. If there are times you are not comfortable speaking up, I encourage you to find an Ally within the organization who will help you – support you. (For example, an Ally might be a team leader, or perhaps someone in management or Human Resources.)

Collectively, we create our workplace. We want a workplace where people are treated with dignity and respect, and where each person can contribute to his or her fullest potential.

Thank you.

### **Ouch! Trailer**

This Trailer can be used to announce upcoming *Ouch! Your Silence Hurts* training workshops within your organization. Consider showing the Trailer in staff meetings, conferences, or through e-mail distribution.

**If you use the DVD Extra Features in creative ways, let us know! We are always interested in the many ways people use *Ouch!* training materials.**

## Leader's Notes Pages

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



## **III: Leader and Participant Materials**

### **III. LEADER AND PARTICIPANT MATERIALS . . . . Pages 3.1 – 3.20**

PowerPoint Presentation: 60-min Workshop	
Notes Pages (16 slides) . . . . .	3.2
PowerPoint Presentation: 30-min Session	
Notes Pages (9 slides). . . . .	3.8
Participant Handout: 60-min Workshop (6 pages). . . . .	3.11
Participant Handout: 30-min Session (1 page) . . . . .	3.18

Leader and Participant Materials are found on the *Ouch! Your Silence Hurts* Training Materials CD. The CD includes: PowerPoint Presentation, Participant Handout, Mini-Poster, and this Leader's Guide.

The Leader and Participant Materials are designed to be flexible. The *Ouch!* program can be conducted with or without the PowerPoint presentation or handouts. PowerPoint slides can be hidden or unhidden to meet your needs. A Master Slide is provided so that you may customize your own presentation.

The Participant Handouts include the program key concepts and discussion questions. If you choose not to use handouts, simply use the corresponding PowerPoint slides instead. You should hide or un-hide slides, as needed, in advance of your program.



## PowerPoint Presentation

60-min Workshop  
Notes Pages (16 slides)

### Welcome

## ***Ouch!*** ***Your Silence Hurts***

"Silence remains, inescapably,  
a form of speech."

— Susan Sontag

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### Goal / Objectives

#### Goal

...to use your voice to effectively address issues  
of disrespect

#### Objectives

- Understand the high cost of Silent Collusion
- Explore the power of the Bystander to make a difference
- Enhance skills necessary to become an effective Ally

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### Agenda (60 minutes)

- Welcome / Overview
- Key Concepts
- *Ouch! Your Silence Hurts*
- *Ouch!* Discussion
- Skill Builder
- Summary

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## Key Concepts

- **Silent Collusion** – going along with something by remaining silent
- **Bystander** – a person present but not involved; chance spectator; onlooker
- **Passive Bystander** – someone who witnesses a negative situation which requires positive action, considers taking that action, then responds by remaining silent and doing nothing
- **Pro-Active Ally** – a person who witnesses a negative situation which requires positive action and responds by taking action to address the situation

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## Video

- Watch *Ouch! Your Silence Hurts*

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## *Ouch! Your Silence Hurts* Discussion

- What is the impact on you of hearing these individuals' life experiences?
- When have you seen or been a Passive Bystander?
- What can you do to become a Pro-Active Ally?  
What skills have you used / can you use to speak up?

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## Skill Builder

- What's happening here? (Name it.)
- What is the impact of Silent Collusion in this situation?
- How does this apply to our workplace?
- Demonstrate at least one way you could speak up to become an Ally for the targeted person. (Show us.)

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## Video

- Watch *Ouch!* Skill-Builder Scenarios

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## Scenario One: Promotion

"In today's meeting, we were discussing who should be promoted to assistant manager. When Kendall's name was brought up, one of the directors said, *'Is that the image you want for a manager? We need someone, you know....'* Kendall's name was dropped from consideration. I felt bad for her. She's really talented, very driven – she's like the glue that holds her project team together. Who cares about the rest?"

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## Scenario Two: Service

"Today, one of the other servers was rude to this older African-American couple. Even though they got there first, she served them last. She didn't talk with them or check on them like she did the other tables. You could tell it upset them, and they didn't leave a tip. Afterward, my co-worker said, *'Black people are the worst tipppers. I hate serving them.'* I feel horrible. I would never treat people like that. But I didn't think it was my place to say anything. I'm new here."

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## Scenario Three: After Work

"One day I was with my friends. We stopped at a convenience store after work to get something to drink. We were standing by the car when a man – a Mexican guy – drove up. He got out of his car and he smiled. That's when I heard one of my friends say, *'Hey, looks like you're on the wrong side of the Rio Grande. Now what are we going to do about that?'* At the exact moment he said that, the man's kids got out of the car. The man just grabbed his kids, put them in the car, and drove off. Everybody started laughing. I should have said something, but I didn't. I should've though."

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## Scenario Four: Team Building

"We were talking about hobbies today during a team-building activity. One of the guys, Michael, said he enjoyed decorating his new home. That immediately unleashed comments about *'real men'* and *'how sweet.'* Everyone laughed, but I noticed that Michael shut down after that. I get angry that people make so many off-handed remarks like this and label everything. It happens all the time. I would say something if other people would speak up, too."

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## Skill Builder

- What's happening here? (Name it.)
- What is the impact of Silent Collusion in this situation?
- How does this apply to our workplace?
- Demonstrate at least one way you could speak up to become an Ally for the targeted person. (Show us.)

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## Summary

- Silent Collusion
- Bystander
- You Have a Choice: Passive Bystander or Pro-Active Ally
- Ally Skills:
  - Ask a Question
  - Appeal to Empathy
  - Interrupt and Redirect
  - Make It Individual / Personal

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*One voice makes a difference.*

*Your voice makes a difference.*

*Use your voice!*

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*Ouch! Your Silence Hurts*

## Thank You

Based on the book by Leslie C. Aguilar

*OUCH! That Stereotype Hurts*

International Training and Development, LLC

[www.OuchYourSilenceHurts.com](http://www.OuchYourSilenceHurts.com)

Produced and Distributed by Joel Leskowitz

SunShower Learning

[www.Ouch-Video.com](http://www.Ouch-Video.com)

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## PowerPoint Presentation

30-min Session  
Notes Pages (9 slides)

### Welcome

## ***Ouch!*** ***Your Silence Hurts***

"Silence remains, inescapably,  
a form of speech."

— Susan Sontag

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### Goal / Objectives

#### Goal

...to use your voice to effectively address issues  
of disrespect

#### Objectives

- Understand the high cost of Silent Collusion
- Explore the power of the Bystander to make a difference
- Enhance skills necessary to become an effective Ally

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### Agenda (30 minutes)

- Welcome / Overview
- Key Concepts
- *Ouch! Your Silence Hurts*
- *Ouch!* Discussion
- Summary

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## Key Concepts

- **Silent Collusion** – going along with something by remaining silent
- **Bystander** – a person present but not involved; chance spectator; onlooker
- **Passive Bystander** – someone who witnesses a negative situation which requires positive action, considers taking that action, then responds by remaining silent and doing nothing
- **Pro-Active Ally** – a person who witnesses a negative situation which requires positive action and responds by taking action to address the situation

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## Video

- Watch *Ouch! Your Silence Hurts*

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## *Ouch! Your Silence Hurts* Discussion

- What is the impact on you of hearing these individuals' life experiences?
- When have you seen or been a Passive Bystander?
- What can you do to become a Pro-Active Ally?  
What skills have you used / can you use to speak up?

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## Summary

- Silent Collusion
- Bystander
- You Have a Choice: Passive Bystander or Pro-Active Ally
- Ally Skills:
  - Ask a Question
  - Appeal to Empathy
  - Interrupt and Redirect
  - Make It Individual / Personal

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*One voice makes a difference.*

*Your voice makes a difference.*

*Use your voice!*

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## Ouch! Your Silence Hurts

### Thank You

Based on the book by Leslie C. Aguilar  
*OUCH! That Stereotype Hurts*  
International Training and Development, LLC  
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SunShower Learning  
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## **Participant Handout**

*60-min Workshop (6 pages)*

*One voice makes a difference.*

## ***Ouch! Your Silence Hurts***



*“Silence remains, inescapably,  
a form of speech.”*

– Susan Sontag

## **Participant Handout**

Based on the book, *OUCH! That Stereotype Hurts*, by Leslie C. Aguilar

Produced and Distributed by Joel Lesko



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*Your voice makes a difference.*

# Ouch! Your Silence Hurts

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*“When we speak, we are afraid our words will not be heard or welcomed.  
But when we are silent, we are still afraid. So it is better to speak.”*

– Audre Lorde

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## Key Concepts

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**Silent Collusion:** Going along with something by remaining silent.

**Bystander:** A person present but not involved; chance spectator; onlooker.

**Passive Bystander:** Someone who witnesses a negative situation which requires positive action, considers taking that action, then responds by remaining silent and doing nothing.

**Pro-Active Ally:** A person who witnesses a negative situation which requires positive action and responds by taking action to address the situation.

Sources: *Ouch! That Stereotype Hurts* by Leslie Aguilar; Dictionary.com;  
Concepts of Passive Bystander and Pro-Active Ally adapted from the works of  
Drs. Latané & Darley, Staub, and other researchers and social psychologists

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## Discussion

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**Directions:** Consider the following questions. Out of respect for others, please avoid identifying specific individuals in your discussions. If you use yourself as an example, let your partner(s) know if the situation is to remain confidential.

1. What was the impact on you of hearing these individuals' life experiences?

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2. When have you seen or been a Passive Bystander?

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3. What can you do to become a Pro-Active Ally? What skills have you used / can you use to speak up?

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**Ouch! Your Silence Hurts** \_\_\_\_\_

*“People don’t realize the power they have as bystanders  
to make a difference.”*

– Dr. Ervin Staub, Holocaust Survivor

\_\_\_\_\_ **Skill Builder** \_\_\_\_\_

**Directions:** Review the scenario(s) and answer the following questions with your partner(s).

1. What’s happening here? (Name it.)

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2. What is the impact of Silent Collusion in this situation?

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3. How does this scenario apply to our workplace?

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4. Demonstrate at least one way you could speak up to become an Ally for the targeted person. (Show us.)

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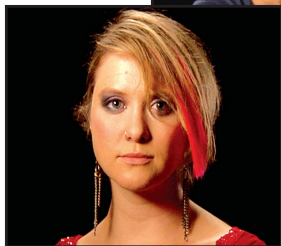
\_\_\_\_\_ **Skill-Builder Scenarios** \_\_\_\_\_

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**Scenario One: Promotion**

“In today’s meeting, we were discussing who should be promoted to assistant manager. When Kendall’s name was brought up, one of the directors said, *‘Is that the image you want for a manager? We need someone, you know....’* Kendall’s name was dropped from consideration. I felt bad for her. She’s really talented, very driven – she’s like the glue that holds her project team together. Who cares about the rest?”



**Kendall:**

“When I heard I wasn’t considered for promotion because of my so-called *‘image,’* I was pretty angry. I’ve been working towards this promotion for a while. I wasn’t in the meeting to defend myself and no one spoke up for me. Nobody. Makes me wonder if I have a future here.”

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**Scenario Two: Service**

“Today, one of the other servers was rude to this older African-American couple. Even though they got there first, she served them last. She didn’t talk with them or check on them like she did the other tables. You could tell it upset them, and they didn’t leave a tip. Afterward, my co-worker said, *‘Black people are the worst tippers. I hate serving them.’* I feel horrible. I would never treat people like that. But I didn’t think it was my place to say anything. I’m new here.”

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### Scenario Three: After Work

“One day I was with my friends. We stopped at a convenience store after work to get something to drink. We were standing by the car when a man – a Mexican guy – drove up. He got out of his car and he smiled. That’s when I heard one of my friends say, *‘Hey, looks like you’re on the wrong side of the Rio Grande. Now what are we going to do about that?’* At the exact moment he said that, the man’s kids got out of the car. The man just grabbed his kids, put them in the car, and drove off. Everybody started laughing. I should have said something, but I didn’t. I should’ve though.”

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### Scenario Four: Team Building

“We were talking about hobbies today during a team-building activity. One of the guys, Michael, said he enjoyed decorating his new home. That immediately unleashed comments about *‘real men’* and *‘how sweet.’* Everyone laughed, but I noticed that Michael shut down after that. I get angry that people make so many off-handed remarks like this and label everything. It happens all the time. I would say something if other people would speak up, too.”

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**Notes** \_\_\_\_\_

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*“I am only one, but I am one.  
I cannot do everything, but I can do something.  
And I will not let what I cannot do  
interfere with what I can do.”*

– Edward Everett Hale

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**Producer – Distributor:**

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SunShower Learning  
Tel: 888-723-8517  
info@Ouch-Video.com  
www.Ouch-Video.com





## **Participant Handout**

*30-min Session (1 page)*

# Ouch! Your Silence Hurts

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*“When we speak, we are afraid our words will not be heard or welcomed.  
But when we are silent, we are still afraid. So it is better to speak.”*

– Audre Lorde

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## Key Concepts

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**Silent Collusion:** Going along with something by remaining silent.

**Bystander:** A person present but not involved; chance spectator; onlooker.

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Concepts of Passive Bystander and Pro-Active Ally adapted from the works of  
Drs. Latané & Darley, Staub, and other researchers and social psychologists

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## Discussion

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**Directions:** Consider the following questions. Out of respect for others, please avoid identifying specific individuals in your discussions. If you use yourself as an example, let your partner(s) know if the situation is to remain confidential.

1. What was the impact on you of hearing these individuals' life experiences?

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2. When have you seen or been a Passive Bystander?

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3. What can you do to become a Pro-Active Ally? What skills have you used / can you use to speak up?

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## Leader's Notes Pages

[illegible]



IV: Appendix

IV. APPENDIX ..... Pages 4.1 – 4.21

Bibliography / For Further Learning ..... 4.2

Transcripts

- *Ouch! Your Silence Hurts* ..... 4.3
- *Ouch! Your Silence Hurts* Skill-BUILDER. .... 4.10
- *When I’m left out, treated as inferior...* ..... 4.12
- *When I feel people talking down about me.....* 4.14
- *I would say something if...* ..... 4.16
- *Ouch! Your Silence Hurts* Trailer ..... 4.17

About the *Ouch!* Team / *OUCH! That Stereotype Hurts* /  
About the *Ouch!* Book ..... 4.19



### Bibliography / For Further Learning

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**TRANSCRIPT:**

*Ouch! Your Silence Hurts*

9 min, 20 sec

## ***Ouch! Your Silence Hurts Transcript***

**Title: *Ouch! Your Silence Hurts*****Many voices:**

When I'm stereotyped, pigeonholed.

When I am taunted demeaned.

Discriminated against.

When I feel people talking down about me, and I look at you, and you say nothing.

No one else says anything.

You turn away.

I was afraid I'd be next.

You act like you don't hear it.

I wanted to be part of the group.

You act like it didn't happen.

I can't believe that happened.

I can't believe that happened.

I didn't know what to say.

I didn't know what to say.

I didn't know what to say.

I felt like I let my friend down.

I felt alone.

I didn't want to embarrass anyone.

I was embarrassed. Why didn't you say something?

I was humiliated.

I felt hurt and angry.

Why didn't you say something?

I didn't say anything, I should have.

I don't feel like I belong here.

I don't feel like I belong here.

I didn't say anything.

I didn't say anything.

I should have.

I felt like I let you down.

I should have.

I keep thinking about it.

I keep thinking about it.



## Ouch! Your Silence Hurts Transcript

*Continued*

I keep thinking about it.

It still bothers me.

I keep thinking about it. It still bothers me.

**Aden:**

Many people say they want to speak up when they see others stereotyped, disrespected, or demeaned. But they stand by silently because of discomfort or the fear of saying the wrong thing. They may turn away thinking, *“Who am I to get involved, this isn’t my business.”* In fact, as a Bystander, you ARE part of the conversation. You are the audience. Your silence allows the disrespectful behavior to continue. Your silence hurts.

**Title: Silent bystander**

**Carl:**

In today’s meeting, we were discussing who should be promoted to assistant manager. When Kendall’s name was brought up, one of the directors said, *“Is that the image you want for a manager? We need someone, you know....”* Kendall’s name was dropped from consideration. I felt bad for her. She’s really talented, very driven – she’s like the glue that holds her project team together. Who cares about the rest?

**Kendall 1:**

When I heard I wasn’t considered for promotion because of my so-called *“image...”*

**Kendall 2:**

I was pretty angry.

**Kendall 1:**

I’ve been working towards this promotion for a while.

**Kendall 3:**

I wasn’t in the meeting to defend myself and no one spoke up for me.

**Kendall 2:**

Nobody.

**Kendall 3:**

Nobody.

**Kendall 1:**

Nobody. Makes me wonder if I have a future here.



## Ouch! Your Silence Hurts Transcript

*Continued*

**Kelleigh:**

Today, one of the other servers was rude to this older African-American couple. Even though they got there first, she served them last. She didn't talk with them or check on them like she did the other tables. You could tell it upset them, and they didn't leave a tip. Afterward, my co-worker said, *"Black people are the worst tippers. I hate serving them."* I feel horrible. I would never treat people like that. But I didn't think it was my place to say anything. I'm new here.

**Bill:**

One day I was with my friends. We stopped at a convenience store after work to get something to drink. We were standing by the car when a man – a Mexican guy – drove up. He got out of his car and he smiled. That's when I heard one of my friends say, *"Hey, looks like you're on the wrong side of the Rio Grande. Now what are we going to do about that?"* At the exact moment he said that, the man's kids got out of the car. The man just grabbed his kids, put them in the car, and drove off. Everybody started laughing. I should have said something, but I didn't. I should've though."

**Nalini:**

We were talking about hobbies today during a team-building activity.

**Jorge:**

One of the guys, Michael, said he enjoyed decorating his new home.

**Nalini:**

That immediately unleashed comments about...

**Jorge:**

*"real men,"* and *"how sweet."* Everyone laughed...

**Nalini:**

But I noticed that Michael shut down after that. I get angry that people make so many off-handed remarks like this and label everything.

**Jorge:**

It happens all the time. I would say something if other people would speak up, too.

**Nalini:**

I would say something if other people would speak up, too.





## ***Ouch! Your Silence Hurts Transcript***

*Continued*

### **Many voices:**

I would say something if I felt comfortable in the group.

I would say something if I were the manager.

If I thought I could stay calm.

If it were my responsibility.

If I knew what to say.

If they were talking about me.

If I thought I would really make a difference

I would say something if I wouldn't be misunderstood.

If I thought my boss would support me.

If I knew others would agree.

If I didn't feel I would become the target.

If I thought people were serious.

If someone listened.

### **Title: You have a choice**

#### **Aden:**

When you hear a disrespectful comment or joke, you have a choice:

- Reinforce it by laughing or joining in.
- Tolerate it by saying nothing, which is what most people do.
- Or speak up and become an Ally, the hardest thing of all.

You may think that by saying nothing you're making things better, or at least not making things worse. But sometimes silence is not golden. Your silence sends a message that you agree, or at the least you don't object. Is that the message you want to send?

You know, you don't have to stay silent when you really want to speak up. Why not use your voice to make a difference? Yes, it takes courage and practice, but you CAN speak up for respect.

#### **George:**

In our staff meetings, our manager hardly ever acknowledges Michelle for her contributions. Today, twice, she made suggestions and our manager didn't comment, he just basically ignored her. Then when James said something similar the manager responded, *"Great idea, now we're talking."* When it happened a third time I said, *"Hey, wait a minute, that's what Michelle has been saying."*



## Ouch! Your Silence Hurts Transcript

*Continued*

**Aden:**

When you notice that someone's ideas get overlooked, you can acknowledge their contribution and redirect the conversation back to that person. It's a simple thing to do and you'll get to hear that person's perspective.

**Indira:**

When Ahmed went to visit his family in the Middle East, the jokes started. *"Is he going to see his other wives? Do you think he's going to summer camp for terrorists?"* I couldn't take it. He's my friend. So I said, *"How do you think Ahmed would feel if he heard you saying this stuff?"* As usual everyone said they were just joking. It wasn't funny, so I said, *"How do you think these jokes would make him feel?"*

**Aden:**

Jokes can hurt and isolate people, and they perpetuate stereotypes. Most of the people who tell stereotypical jokes are decent people who don't intend harm. Appeal to their empathy.

**Jay:**

My friends say some pretty degrading stuff about gay people. One day I had heard enough and I said, *"You know, I used to say the same things you all are saying, but then I found out my granddaughter is lesbian and I realized that when we make these comments we're talking about her."* I'm ashamed that I used to say those things. I won't talk like that anymore. They've stopped the demeaning comments around me. I don't know what they say when I'm not here, but I do know they respect me enough to not say that stuff around me any more.

**Aden:**

When you share personally how jokes and statements can hurt you and those you care about, you have a chance to make a big difference. You can't control others' behaviors, but you can use your voice to influence change.



## **Ouch! Your Silence Hurts Transcript**

*Continued*

### **Title: Use your voice**

#### **Aden:**

How will you personally respond next time you witness somebody being treated with disrespect? You have a choice: Passive Bystander or Pro-Active Ally. The outcome of the situation may well depend on you. With a simple question or statement, you can turn a potentially hurtful or harmful conversation into a more positive one.

Sometimes as a Bystander, you have more power to influence change than the targeted person, who may not be present, may feel powerless to speak up, or may be stunned into silence.

Use your voice. It doesn't matter the exact words you use. Now and clumsy is better than perfecting in your mind later what you could have said, should have said...and didn't say. When you speak up on behalf of someone else, you make a difference. The targeted person will know he or she is not alone, and you will know you did the right thing. So, speak up.

#### **Many voices:**

Someone should say something, someone should speak up.

Someone should speak up.

Speak up, because your silence hurts.

Diga algo, porque su silencio duele.

Speak up

Speak up

Speak up

Because it's the right thing.

Speak up

Speak up

Speak up

Because your silence might mean you agree.

Speak up because one person can inspire many.

One person can inspire many.

Speak up because one voice makes a difference.

One voice makes a difference.



## ***Ouch! Your Silence Hurts Transcript***

*Continued*

Your voice makes a difference.

Speak up because your voice makes a difference.

Your voice, makes a difference.

Speak up because you'd want somebody to speak up for you.

**Title: Silence remains, inescapably, a form of speech.**

– Susan Sontag

**TRANSCRIPT:**

*Skill-BUILDER Stories*

2 min, 44 sec

## ***Ouch! Your Silence Hurts Transcript***

*Continued*

### **Title: *Skill-BUILDER stories from the video***

#### **Story 1: Promotion**

**Carl:**

In today's meeting, we were discussing who should be promoted to assistant manager. When Kendall's name was brought up, one of the directors said, *"Is that the image you want for a manager? We need someone, you know...."* Kendall's name was dropped from consideration. I felt bad for her. She's really talented, very driven – she's like the glue that holds her project team together. Who cares about the rest?

**Kendall 1:**

When I heard I wasn't considered for promotion because of my so-called *"image..."*

**Kendall 2:**

I was pretty angry.

**Kendall 1:**

I've been working towards this promotion for a while.

**Kendall 3:**

I wasn't in the meeting to defend myself and no one spoke up for me.

**Kendall 2:**

Nobody.

**Kendall 3:**

Nobody.

**Kendall 1:**

Nobody. Makes me wonder if I have a future here.

#### **Story 2: Service**

**Kelleigh:**

Today, one of the other servers was rude to this older African-American couple. Even though they got there first, she served them last. She didn't talk with them or check on them like she did the other tables. You could tell it upset them, and they didn't leave a tip. Afterward, my co-worker said, *"Black people are the worst tippers. I hate serving them."* I feel horrible. I would never treat people like that. But I didn't think it was my place to say anything. I'm new here.



## ***Ouch! Your Silence Hurts Transcript***

*Continued*

### **Story 3: After Work**

**Bill:**

One day I was with my friends. We stopped at a convenience store after work to get something to drink. We were standing by the car when a man – a Mexican guy – drove up. He got out of his car and he smiled. That's when I heard one of my friends say, *"Hey, looks like you're on the wrong side of the Rio Grande. Now what are we going to do about that?"* At the exact moment he said that, the man's kids got out of the car. The man just grabbed his kids, put them in the car, and drove off. Everybody started laughing. I should have said something, but I didn't. I should've though."

### **Story 4: Team Building**

**Nalini:**

We were talking about hobbies today during a team-building activity.

**Jorge:**

One of the guys, Michael, said he enjoyed decorating his new home.

**Nalini:**

That immediately unleashed comments about...

**Jorge:**

*"real men,"* and *"how sweet."* Everyone laughed...

**Nalini:**

But I noticed that Michael shut down after that. I get angry that people make so many off-handed remarks like this and label everything.

**Jorge:**

It happens all the time. I would say something if other people would speak up, too.

**Nalini:**

I would say something if other people would speak up, too.

**TRANSCRIPT:**

*When I'm left out, treated as inferior...*

1 min, 10 sec

## ***Ouch! Your Silence Hurts Transcript***

*Continued*

**Title:** *When I'm left out, treated as inferior...*

**Garrett:**

When I'm left out, treated as inferior, and I look at you, and you say nothing.

**Pat:**

No one else says anything

**Garrett:**

You turn away.

**Pat:**

I was afraid I'd be next.

**Garrett:**

You act like you don't hear it.

**Pat:**

I wanted to be part of the group.

**Garrett:**

You act like it didn't happen.

**Pat:**

I can't believe that happened.

**Garrett:**

I didn't know what to say.

**Pat:**

I felt like I let my friend down.

**Garrett:**

I felt alone.

**Pat:**

I didn't want to embarrass anyone.

**Garrett:**

I was embarrassed. Why didn't you say something?

**Pat:**

I felt bad for not saying anything.

**Garrett:**

I was humiliated.



### ***Ouch! Your Silence Hurts Transcript***

*Continued*

**Pat:**

I was angry with myself for not speaking up.

**Garrett:**

I felt hurt and angry.

**Pat:**

I didn't say anything. I should have.

**Garrett:**

I don't feel like I belong here.

**Together:**

I keep thinking about it. It still bothers me.



**TRANSCRIPT:**

*When I feel people talking down about me...*

50 sec

## ***Ouch! Your Silence Hurts Transcript***

*Continued*

**Title:** *When I feel people talking down about me...*

**Calvin:**

When I feel people talking down about me, and I look at you, and you say nothing.

**Dominic:**

No one else says anything

**Calvin:**

You turn away.

**Dominic:**

I was afraid I'd be next.

**Calvin:**

You act like you don't hear it.

**Dominic:**

I wanted to be part of the group.

**Calvin:**

You act like it didn't happen.

**Dominic:**

I can't believe that happened.

**Calvin and Dominic:**

I didn't know what to say.

**Dominic:**

I felt like I let you down.

**Calvin:**

I felt alone.

**Dominic:**

I didn't want to embarrass anyone.

**Calvin:**

I was embarrassed. Why didn't you say anything?

**Dominic:**

I felt bad for not saying anything.



## ***Ouch! Your Silence Hurts Transcript***

*Continued*

**Calvin:**

I was humiliated

**Dominic:**

I was angry with myself for not speaking up.

**Calvin:**

I felt hurt and angry.

**Dominic:**

I didn't say anything, I should have.

**Calvin:**

I don't feel like I belong here.

**Calvin:**

I keep thinking about it.

**Calvin and Dominic:**

It still bothers me.

**TRANSCRIPT:**

*I would say something if...*

40 sec

## ***Ouch! Your Silence Hurts Transcript***

*Continued*

**Title:** *I would say something if...*

**Woman:**

I would say something if other people would speak up, too.

**Man:**

I would say something if I felt comfortable in the group.

**Woman:**

I would say something if I were the manager.

**Man:**

If I thought I could stay calm.

**Woman:**

If it were my responsibility.

**Man:**

If I knew what to say.

**Woman:**

If they were talking about me.

**Woman:**

If I thought I would really make a difference.

**Woman:**

I would say something if I wouldn't be misunderstood.

**Woman:**

If I thought my boss would support me.

**Woman:**

If I knew others would agree.

**Woman:**

If I didn't feel I would become the target.

**Man:**

If I thought people were serious.

**Woman:**

If someone listened.

**TRANSCRIPT:** Trailer

1 min, 40 sec

## **Ouch! Your Silence Hurts**

### **Trailer Transcript**

**Aden:**

How do you feel if someone you care about is the target of demeaning stereotypes?

What do you do when you hear disrespectful statements about others?

How do you react when you witness unfair or biased behavior?

**Many voices:**

When I'm stereotyped, pigeonholed.

When I am taunted demeaned.

Discriminated against.

When I feel people talking down about me, and I look at you, and you say nothing.

No one else says anything.

You turn away.

I was afraid I'd be next.

Is that the image you want for a manager?

I wasn't in the meeting to defend myself and no one spoke up for me.

*"Real men" and "how sweet"*

I should have said something, but I didn't. I should've though.

**Title: Use your voice**

I would say something if I felt comfortable in the group.

I would say something if I were the manager.

If I thought I could stay calm.

When it happened a third time I said, *"Hey, wait a minute, that's what Michelle has been saying."*

When you speak up on behalf of someone else, you make a difference.

Speak up

Speak up

Speak up



### ***Ouch! Your Silence Hurts*** **Trailer Transcript**

*Continued*

Because your silence might mean you agree.

Do you stay silent? Or, are you an Ally, speaking up on behalf of someone else?

**Quote:**

*“When we speak we are afraid our words will not be heard  
or welcomed. But when we are silent, we are still afraid.  
So it is better to speak.”*

– Audre Lorde

***Ouch! Your Silence Hurts***

Excerpts

### **About the *Ouch!* Team**

#### **Leslie Aguilar**

Leslie Aguilar is a speaker, author, and workshop facilitator in the areas of Diversity, Cultural Competence, Inclusive Communication, and Service Success in a Diverse World. In 1992, she founded International Training and Development, LLC, in Orlando, Florida.

Leslie is author of both *OUCH! That Stereotype Hurts* and *Ouch! Your Silence Hurts* video-based training programs. She is also author of two books: *Ouch! That Stereotype Hurts: Communicating Respectfully in a Diverse World*, Walk the Talk Company, 2006 and *Multicultural Customer Service: Providing Outstanding Service Across Cultures*, McGraw Hill / Irwin, 1996. She is currently developing web-based training on diversity and inclusion for her clients.

Leslie has developed three diversity / inclusion instruments: *DiversiScan™: Scanning the Environment for Diversity-Related Issues and Opportunities*; *Diversity Leadership 360™*; and *Diversity Competencies Assessment™*. She is also co-founder of Diversity ArtWorks!™ which provides creative and cost-effective artwork to support corporate diversity initiatives.

Leslie served on the National Workplace Diversity Panel – Society for Human Resource Management (SHRM) from 2005–2008. She is past-chair of the American Society for Training and Development (ASTD) Central Florida Chapter Diversity Council. She holds a Bachelor of Arts degree in Foreign Language and was a Rotary International Scholar.

Visit Leslie's websites at [www.DiversityInclusionCenter.com](http://www.DiversityInclusionCenter.com), [www.OuchThatStereotypeHurts.com](http://www.OuchThatStereotypeHurts.com), or [www.OuchYourSilenceHurts.com](http://www.OuchYourSilenceHurts.com).

#### **Joel Lesko**

Joel Lesko is an award-winning writer-director-producer who has worked with Al Gore, Deepak Chopra, Ram Dass, Joe Namath and other authors, athletes and influential thinkers. His work has appeared on PBS, the major networks and cable. He has traveled the world to produce shows on a wide range of topics from music to medicine, politics to poetry. Award-winning programs have included: *Ayur Veda: The Science of Life*, *Poets Against the War*, *Chicken Soup for the Soul*, and *On Creating Health with Deepak Chopra*. Joel's work has received over a dozen film industry awards including nine Telly Awards, two Summit Awards, one Aurora, three Videographer Awards and the Iowa Film Award for Best Editing. He is currently producing *The Joy of Sox*, a documentary about Red Sox Nation, weird science and the power of intention.

In the corporate education arena, Joel is the producer-distributor of the first OUCH! video, *OUCH! That Stereotype Hurts*, which became the #1 diversity and inclusion training video of 2008 and 2009. *SMILE!*, about a real-life Seattle bus driver, has been a breakout hit in the customer service and attitude training market. Joel's distribution company, SunShower Learning, brings *OUCH!*, *SMILE!* and other training programs to companies, schools and organizations around the world. He is open to collaborations on new training programs.

Visit Joel's websites at [www.co-cre8ive.com](http://www.co-cre8ive.com), [www.Smile-Video.com](http://www.Smile-Video.com) and [www.Ouch-Video.com](http://www.Ouch-Video.com).

### **Joel Marks**

Joel Marks is the consulting producer of both *OUCH!* videos. He is currently Vice President / Executive Producer of Learning Communications, helping develop best-selling training programs such as *Managing Four Generations in the Workplace* with Cam Marston and *Little Things Mean a Lot* with Brigid Moynahan. Previously, he was Executive Editor of Walk The Talk Company where he worked with Leslie to develop the book, *Ouch! That Stereotype Hurts*.

Prior to that, Joel was Vice President / Executive Producer of CorVISION Media. His 30 years of industry experience and producer relationships enabled corVISION to develop or acquire top-quality, award-winning programming including *Flight of the Buffalo*, *The Pat Heim Gender Communication Series*, *True Colors*, *The Fairer Sex*, *Walk Awhile in My Shoes*, and *A Journey into the Heroic Environment*.

Joel was vice president and executive producer for Coronet / MTI Film & Video from 1984 to 1993. During this time, he guided product acquisition, production and co-production relationships including Disney Educational Productions, Learning Corporation of America, and the in-house product lines of Coronet and MTI. Prior to the merger of Coronet and MTI, he was Director of Production for MTI. Before joining MTI, he held the position of associate director of production at Encyclopedia Britannica Educational Corporation.

Joel holds a Master of Arts in Education and a Master of Arts in Teaching, both from Northwestern University. He graduated from Kenyon College Magna Cum Laude and Phi Beta Kappa.

He can be contacted at [marksjoel1@gmail.com](mailto:marksjoel1@gmail.com).

### **Judith Leslie**

Judith Leslie has over 25 years experience in the Graphic Arts / Design field, producing artwork for print and the web. In 1992, she established her own design studio. Her creative projects include website design, marketing pieces, logo development, posters, calendars, training materials, and visual presentations including PowerPoint. Judith is co-founder of Diversity ArtWorks!™ which provides organizations with high-quality, cost-effective, and customized artwork to support their diversity and inclusion communications. Judith's formal education includes a Bachelor of Arts degree in Fine Arts from the University of Florida (UF) with a second B.A. in Graphic Design (UF). Visit Judith's websites at [www.JudithLeslie.com](http://www.JudithLeslie.com) and [www.DiversityArtWorks.com](http://www.DiversityArtWorks.com).

## **About *OUCH! That Stereotype Hurts***

If you enjoyed *Ouch! Your Silence Hurts*, you may also want to preview the first *OUCH!* training program, *OUCH! That Stereotype Hurts*. Learn more at [www.OuchThatStereotypeHurts.com](http://www.OuchThatStereotypeHurts.com) or [www.Ouch-Video.com](http://www.Ouch-Video.com).

## **About the *Ouch!* Book**

*Ouch! That Stereotype Hurts: Communicating Respectfully in a Diverse World* will help you be a more effective communicator in today's diverse business environment. The book provides guidelines for communicating respect and inclusion, a six-step model for how to recover when you have unintentionally said something you wish you hadn't and your foot is in your mouth, and 12 techniques for speaking up against bias and stereotypes. Published by Walk the Talk, Dallas, TX, 2006.

## Leader's Notes Pages

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.