



12 TACTICS FOR HANDLING BIASES

Playing Dumb

- Approach is less direct
- Forces other party to explain, thus prompting them to reflect and analyze their statement

Clarifying

- Forces other party to defend their claim
- Poses an opportunity for other party to define their perspective

Reflecting

- Approach is direct
- You reflect what other party said, allowing them to hear what they said
- Creates an opportunity for them to understand their own perspective when reflected back at them

Offering Another Perspective

- Approach is direct
- Poses an opportunity to expand the other party's views and beliefs

Encouraging Empathy

- Approach is very direct and clear
- Remain calm and tactful when communicating your message
- Provides an opportunity for other party to reflect on one's own emotions and reactions if said statement was applied to them

Expressing Your Feelings

- Approach is personal, direct, and clear
- Suggested to be used with someone who is close (i.e. a close friend, close family member, etc.)
- Poses an opportunity for you to be assertive and express your feelings in order for other party to reflect on the consequences of their statements

Sharing Your Own Process

- Approach is personal and direct
- Suggested to be used with someone who is close (i.e. a close friend, close family member, etc.)
- Creates an opportunity for other party to consider the process of others by setting an example of one's own growth from their previous beliefs and/or feelings

Sincere Flattery

- Prompts other party to reassess their thinking by setting a high standard for the other party
- Reinforces other party's previous strengths in order to change current behavior

Separating Intent from Impact

- Prompts other party to reassess their thinking by setting a high standard for other party
- Subtly informs other party of the damage/hurt made through statements/beliefs

Appealing to Values

- Approach is personal and direct
- Suggested to be used with someone who is close (i.e. a close friend, close family member, etc.)
- Validates other party's values that are aligned with yours, and draws out opportunity to realign their current behavior to reflect those values

Pointing Out Policies

- Referencing on established policies helps other party reassess and realign their current behavior
- Cannot be used if there is no formal policy set in place (be mindful if that policy exists before making the claim, discuss with your Human Resource Department for guidance)

Using Humor

- Approach is light and comical, and is intended to be used to give other party an opportunity to observe the damage of their current behavior