

## Suggested Language if Someone Discloses a Bias Incident or Crime to You

The way that you respond to a disclosure of a bias incident or bias crime can have a significant impact in how a victim feels in the immediate, short, and long term after experiencing bias. Body language, verbal language, and tone all send messages to victims and can convey concern, comfort, and safety, or alternatively can convey disinterest and in fact peril.

It is important that your response reflect:

Kindness	Care
Patience	Dignity
Belief	Safety
Support	Options
Empathy	Resources
Attentiveness	A denunciation of the bias

Language to avoid:

I don't think she meant it like that.	You're being too sensitive.
Are you sure you heard him correctly?	Think of the bright side...
Why didn't you say something sooner?	I totally understand.
I am definitely reporting this to ____.	You have to report this to ____.
I know exactly what to do.	I know what I would do if this happened to me.
You should ____.	I am going to tell everyone we know that he said that to you.

### Suggested language:

I'm so sorry that happened.	That is not okay.
No one deserves this.	What can I do to support you right now?
Do you have a support person?	I want to help you feel safe.
Do you want to report this to _____?	Do you feel comfortable if I share this with _____?
It's okay to feel how you're feeling.	You have safe space with me, and I am honored that you trusted me to share.
Your feelings are valid.	I imagine this might be very _____ (read the person: scary, isolating, humiliating, disheartening, disappointing, etc.).
I have time to listen if you want to tell me more.	This is not your fault.
Thank you for sharing this.	That conduct/language does not represent what I believe.
You are amazing exactly as you are.	There is a resource in our community that can help support you.
There is a hotline that can help support you, and help you make some decisions about what to do next.	

