



# THE RAVEN APPROACH



The R.A.V.E.N. Framework provides practical ways to respond to micro-aggressions both in the work place and on-line.

Micro Aggression - a statement, action or incident regarded as indirect, subtle or unintentional discrimination against members of a marginalized group.

## REDIRECT

Redirect the interaction to prevent further harm from occurring.

*"Can I speak with you over here for a second?"*

## ASK

Ask probing questions that help the aggressor understand their statements are hurtful & problematic.

*"Were you suggesting they shouldn't attend this college because English isn't their native language?"*

## VALUES CLARIFICATION

Values Clarification - Identifying and clarifying that the organization values are not aligned with their actions.

*"In training, we all agreed to contribute towards a safe and welcoming environment. Your statements do not uphold these values."*

## EMPATHIZE

Empathize with your own thoughts and feelings. Using I statements, explain how you were affected by the aggressors hurtful statements: "I think" "I feel" "I was hurt" "I was disappointed"

*"When you said Juan was actually articulate. I felt hurt that your expectation was for him to not be"*

## NEXT STEPS

Next Steps - Suggesting to the aggressor what they could do to correct their behavior moving forward.

*"I think you should be more aware of how your words can effect the people around you. It would be a good Idea to apologize."*

R.A.V.E.N. is not a step by step process. It's a general guide to provide us all with some options and actions that we can engage in to respond and (in time) eliminate microaggressions from our workplace. You can use whichever parts of R.A.V.E.N. that may work for the current situation. The work with microaggressions are not sought to be a tool to address intentionally discriminative behaviors and/or belief systems towards marginalized groups.

RAVEN Approach is adapted from Dr. J. Luke Wood and Dr. Frank Harris III of San Diego State University.