



# HOW TO INTERRUPT BIAS

**PALS** is a methodology to use when someone communicates something that may be problematic or hurtful to a specific group of people or yourself. Try to make meaning out of what was mentioned, even if it is at odds with your own ideas.

P

**Pause the Conversation.**

“Wait a second...”

A

**Acknowledge what the person communicated.**

“What I understood is...”

L

**Listen or pay attention to what is being conveyed.**

What really matters to the person?

S

**Speak or express your truth.**

“I have learned that it is harmful to...”





**Oppression is the denial of access to material resources and social power. Oppression can be covert or overt. It is important to be able to be able to identify and name the types of oppression to be able to transcend them. Oppression can manifest in four distinct ways.**

# FORMS OF OPPRESSION

## Individual Oppression

The individual’s active or passive participation in oppression can take the form of conscious or unconscious beliefs. Leads to stereotypes, bias and prejudice.

## Interpersonal Oppression

Interpersonal oppression is the action that accompanies stereotypes and prejudice in group interactions. Leads to the unequal treatment of people in different identity groups or discrimination.

## Systemic Oppression

Systemic oppression is found in institutional structures and are designed to privilege some and oppress others. Results in inequity.

## Cultural Oppression

Cultural oppression is found in cultural norms that impose a sense of inferiority or superiority. Such as “proper” grammatical English should be spoken by all.

Adapted from: The Program on Intergroup Relations, IGR Insights (2019), University of Michigan.



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We all make mistakes. Try not to ignore it or be defensive. Re-Aact is a simple tool for remembering how to apologize when you are made aware of a mistake. It is intended to be used in the heat of the moment when your reaction may to fight, flee or freeze.

# HOW TO APOLOGIZE

Re

**Reflect.**  
Reflect on the situation and listen.

A

**Acknowledge what the person is saying.**  
Acknowledge and accept responsibility.

a

**Apologize.**  
It doesn't matter what you intended, say sorry.

c

**Change your behavior.**  
Share exactly what you will do in the future.

t

**Thank.**  
Thank the person for sharing the new information.

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