



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 be attuned to what is being conveyed.

Understand what matters to that person.

S

Speak or express your truth.

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

Credit: Donna Rich Kaplowitz.



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