Information and Resources

On-campus ★★★★★

Academic Personnel (951) 827-2304
http://academicpersonnel.ucr.edu

Conflict Resolution (951) 827-6223
http://conflictresolution.ucr.edu

Diversity
http://diversity.ucr.edu

Human Resources / Labor Relations
(951) 827-4659 or (951) 827-3641
http://humanresources.ucr.edu

Office of the Ombudsman (951) 827-3213
http://ombuds.ucr.edu

Office of Faculty & Staff Affirmative Action
(951) 827-5604
http://affirmativeaction.ucr.edu

Title IX Office (951) 827-6225
http://titleix.ucr.edu

Online ★★★★★

Conflict Resolution Education Connection
http://www.creducation.org

Hidden bias tutorial
http://www.tolerance.org/hidden_bias/tutorials

Implicit Association Tests
https://implicit.harvard.edu/implicit/

Responding to bigotry
http://www.tolerance.org/speakup

This is a message brought to you by:

Debbie Artis, MA
(951) 827-7070
debbie.artis@ucr.edu
Title IX/Sexual Harassment Office
http://titleix.ucr.edu

Janette De La Rosa Ducut, Ed.D.
(951) 827-6303
janette.ducut@ucr.edu
Environmental Health & Safety
http://ehs.ucr.edu

Colleen Farnham, BA, SPHR
(951) 827-6225
colleen.farnham@ucr.edu
Title IX/Sexual Harassment Office
http://titleix.ucr.edu

Julia Jenkins
(951) 827-1734
julia.jenkins@ucr.edu
University Extension
http://extension.ucr.edu

Special Thanks To:

Office of Faculty and Staff Affirmative Action
Diversity Education Leadership Initiative
Human Resources

Respond to Bias with the
STAR treatment


A Making Excellence Inclusive
Diversity Initiative

UCR
**What is Bias?**

Bias includes stereotypes, prejudice, and discrimination. Here are examples of each:

**Stereotype**  
Generalization, often negative, about people. For example: “All ___ are sneaky and dishonest”

**Prejudice**  
Judgment, often negative, about people. For example: “I can’t stand those ___”

**Discrimination**  
Negative behavior towards people based on stereotype or prejudice. For example: “None of those ___ will be allowed in our club”

If you are present when bias is expressed, it’s important that you say or do something. By keeping quiet and doing nothing, you support bias. If you are a supervisor you have a legal responsibility to eliminate bias.

The STAR treatment (Stop, Think, Act, Respect) enables you to respond to bias effectively. It is a diversity resource tool designed to combat bias presented against you, and that you witness against others.

For more information about STAR visit http://ehs.ucr.edu/training/diversity/training/bias.html

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**Respond to bias**

**Stop**  
Wait until you’re calm. Don’t respond in kind or with anger, even if that is what you feel. This just perpetuates bias and reinforces the sender’s bigotry.

*Listen and try to understand* what the person is saying. Paraphrase what is being said.

*Don’t let it continue.* Breathe out and politely say, “I don’t feel comfortable” or “What just happened is unacceptable to me.”

**Think**  
*Contemplate* how you want to react. Identify non-confrontational methods of response.

*Be respectful.* Try to understand the other person’s point of view. Look for common interests.

*Jot it down.* Write down what you are thinking.

*Learn from yourself.* Think about a time when you expressed bias and what you did to remedy the situation.

*Find common ground.* Share with the other person that you feel biases, too.

**Act**  
Talk about it. Ask if the person is willing to discuss the issue with you.

*Find a safe place.* Don’t embarrass others. Speak to the person in private to take away the element of shame for being criticized in public.

*Speak for yourself.* Share how you feel about the remark or action. You might say, “It really bothers me when...” or “It’s not fair when...”

*Offer alternate information.* Rephrase what the person meant without using biased words. Say, “Did you mean...?”

*Obtain a mediator.* Solve a common problem with someone who can help you negotiate.

**Respect**  
*Don’t make it worse.* Try to remain calm, nonjudgmental, and caring. Responding aggressively is likely to escalate the conflict.

*Courteously depart.* If the person is still exhibiting bias after your interaction, respect their right to feel differently from you.

*Be a good sport.* Understand that you can’t change a mind that does not want to change.

*Seek institutional resources.* There are people on campus whose job it is to help you deal with these problems or resolve complaints, such as the Office of Faculty and Staff Affirmative Action. Participate in training and educational opportunities available at http://diversity.ucr.edu.