

SEXUAL HARASSMENT & INAPPROPRIATE COMMENTS

(not physical)

Each person will have a different style and comfort level in responding to unwanted behavior. Here's a list of phrases or techniques you can use (from less direct to direct)

- **Explain rather than accuse**
- **Express the comment's impact you**

Try using I statements to maximise the impact of your message

Ask them to repeat themselves such as **"What did you just say?"**

Call it out

If you've decided that something is completely over the line, you can say something like, **"That comment was clearly sexist."**

- **Use an assertive tone of voice**
- **Record it and inform your manager:** Make note of the time, date, situation, and how you responded. This is especially important if something occurs again in the future. If you feel it is appropriate, talk to your manager about it.

Helpful Phrases and Techniques to Use with Inappropriate Customers

"Let's get back to the topic." If you don't want to directly call out behavior, use a simple phrase like this one and move on.

"I'm not sure how that relates, but I'm here to help you with X."

"I'd prefer you use my name; my name is X"

Silence. Silence can be a way of putting the discomfort back on the other person.

"That's inappropriate." A simple phrase like this, with a bit of space left after it, gives the person a chance to apologize before you move on.

"That's inappropriate and I'm going to need to end this meeting/phone call." If the context warrants it, you may need to end an interaction