



## Hate Speech Resolution Protocol STAFF TRAINING GUIDE

This document is intended to provide guiding rationale for the revised HRP. It can be used for staff training purposes so that the HRP may be conducted with increased consistency among staff, and with more meaningful engagement and impact for clients.

Though there is a written form that needs to be completed and a “script,” staff are encouraged to make the HRP process as much of an open conversation as possible. Clients should also be encouraged to offer up their own explanations, insights, and suggestions as much as possible throughout the process.

Rationale and tips for each question are below.

1. It's important for clients to offer up their own unique perspective of the incident in question. This will also help staff get an understanding about clients' feelings about having to complete the HRP, which may shape how much they are able to take away from it.
2. This is important to make sure clients and staff are on the same page regarding the exact nature of the incident. If clients offer contradictory information to what has been reported/observed by staff, staff may need to clarify. One way to do this without being overly confrontational is to say: “I want to make sure our conversation today is productive, and the best way to do that is to make sure we're on the same page. Would it be okay if I shared with you the information I have about the incident?”
3. Staff and client can discuss together. If client is unaware of the history of the word or why it's problematic, staff can explain from their knowledge or use a computer to research it together. It is of the utmost importance that the staff conducting the HRP is aware of this information and comfortable having this conversation. If staff and client choose to research together, make sure to use reputable sources.
4. Clients should not be pressured to share specifics of their own experiences of discrimination. This can be triggering to the client.
5. Staff should encourage clients to consider impact on both micro and macro scale (aka the impact on the targeted individual[s] as well as any bystanders, the wider community, etc.). The goal here is NOT to give the client the opportunity to diminish their harmful actions in comparison to their own experiences of discrimination. Instead, the point is to highlight the harmful impact, on both the individual and the wider community, of any type of discriminatory language or action. If clients defend their actions or make claims that



“what I went through was different/worse,” staff should remind clients of the oppressive nature and history of that language, which cannot be separated from their use.

6. If client maintains that they had no ill intent in using hate speech, staff can refer back to the discussion that grew out of #3--regardless of their intention, because the history of discrimination attached to the word, it is harmful and jeopardizes safety of the space.
7. It's similarly important to note that oppressive language is not merely an issue of being “offensive” (and thus the point is not just to pick more “PC” terms)--it's about perpetuating systems of oppression that make our space unsafe for the marginalized communities that rely on it.
8. As with the CRP process, this question can also be used to help clients identify who their supports in the space are and how they can be called upon when needed.
9. Staff should record all client responses and encourage the client to come up with proposals of their own that feel appropriate given the situation.



### Hate Speech Resolution Protocol Form

Today we're going to discuss recent incident(s) that led to your limited access to the space. Together we will reflect on the event and explore what could have been differently. We will also spend some time discussing ways AFC staff can better support your needs.

1. What's your understanding of why we're meeting today?

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2. Can you describe what you said? What was your intent in saying it?

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3. What's your understanding of the meaning and social context of that term/word?

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4. Can you think of a time when you were discriminated against? Without sharing what happened if you don't feel comfortable doing so, can you recall any of the feelings you had during that experience?

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5. Now that we understand the social context of the term/word you used, and your own experiences of discrimination, what impact do you think your words might have had?

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6. Why do you think AFC tries to keep our space free of this kind of language?

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7. How might you be able to express yourself differently in the future?

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8. Is there anything else AFC can do to support you?

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9. AFC is committed to restorative justice. That means we prioritize restoring safety and peace in our community over punitive measures. This can involve a mediation between a harmed person and the person who did harm; asking a person who did harm to write a letter of apology to the harmed person; or having the person who did harm contribute something helpful to the community. Would you be open to any of these? If so, what would you be interested in doing?

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