Tip 1: Acknowledge the victim’s trauma and/or pain
- This will assist you, the listener, to demonstrate genuine concern and empathy and to provide a sense of psychological and physical safety

Tip 2: Ask questions strategically and transparently
Tell them tough stuff before you get started:
- You will need to ask detailed questions
- You will need to clarify terms or vague statements

Tip 3: Ask the impacted party what they are able to remember about their experience
- Two key words in this question are “able” and “experience”. Not all impacted parties are able to recall all significant information about an incident initially, or even after a period of time. Using the word “able” will relieve some pressure on the impacted party.

Tip 4: Ask about tactile memories such as sounds, sights, smells, and feelings before, during, and after the incident
- When someone is impacted by hate and bias, and is in crisis, they need to be brought back into the present moment
- This helps take them out of their limbic (reptilian) brain and back into the rational (prefrontal cortex) brain.

Tip 5: Ask the impacted party how this experience affected them physically and emotionally

Tip 6: Observe the impacted party’s body language

Tip 7: Counter any self-blame

Tip 8: Don’t assume there is one way to responds hate-bias

References:
- https://atixa.org/wordpress/wp-content/uploads
- https://bha.health.maryland.gov
- https://store.samhsa.gov
- http://www.apa.org/topics/trauma/

A message from the Hate-Bias Response Program
University of Maryland, Office of Diversity and Inclusion