

DEALING WITH CODE-SWITCHING

Social psychologists and identity researchers are interested in the ways in which code-switching, particularly by members of minority ethnic groups, is used to shape and maintain a sense of identity and a sense of belonging to a larger community. The reality is that most of the time the need for code-switching is implied so often by others that it becomes second nature to do so – a survival technique. Below are 3 steps to quickly address this situation, in the moment, using SBI feedback technique for a feed-forward response. SBI stands for situation, behavior and impact...



RECAP THE **SITUATION**

RECALL THE DETAILS

Ask for specific examples of their feedback and repeat their concerns to be sure you are talking about the same event/action. Sometimes what the sender and receiver are experiencing are misaligned because of perception.



ALIGN ON THE **BEHAVIOR**

GET CLEAR ON INTENT

Ask if anything you said was offensive to anyone listening – if you were offensive, you most likely would have seen a reaction to indicate that offense. Follow up with asking if your message/idea was unclear.



COMMUNICATE THE **IMPACT**

RAISE AWARENESS

Educate on why asking to change your language or tone is a form of bias that supports harmful stereotypes that sacrifice your authenticity. If you were understood, non-threatening, and caused no offense, then it is not appropriate feedback.

Learn more about his and other racial justice topics on the [Live From the Prison Nation](#) page for Alonzo Demetrius. This infographic was developed and designed by [LeaderKeys Consulting, LLC](#), an Inclusive Leadership consulting firm.

