It is difficult to not get angry when hearing racist, sexist, or any sort of ignorant and offensive remark. However, a person is less likely to be willing to learn if they are met with insults and ridicule. The goal is to educate and make change, not bridge a deeper gap.

Instead try…

Talking to the person calmly.  
- People will be more willing to listen if they are spoke to calmly.

Using “I” statements.  
- Explain how their comment made you feel.

Put them in someone else’s shoes.  
- Ask them “if this were said about you, how would you feel?” or “What if someone said that to your child?”

Clarify what they are saying.  
- Saying things like “Do you mean…?”

Question their belief  
- Ask them what personal experiences causes them to think the way they do.

Relate to the person.  
- If it applies to you, start off the response by saying something like “I used to think that way, but this is what changed my mind.”

Give information.  
- Respond with real facts that debunk their theories.

Do not expect immediate change.  
- It is highly unlikely that a person will immediately change their attitude. Give it some time. With your help, change is possible!

For more specific examples on how to respond to hateful comments, check out this link!