

**Ouch and Oops:** *(Source: Chicago Theatre Standards www.notinourhouse.org)*

**One way to handle negative comments or actions in real time**

We'd like to recommend a system of "Ouch" and "Oops." For instance:

- *Speaker A is trying too hard to be funny and makes a thoughtless remark.*
- *Speaker B says "Ouch!"*
- *This cues Speaker A to realize that the funny remark was potentially hurtful.*
- *Speaker A says "Oops" to indicate recognition and regret.*
- *Then there's a Pause.*
- *It's up to the Ouch-caller whether this moment requires some conversation.*
- *So maybe there's a conversation –*
- *Or maybe the Ouch caller says "Cool, let's move on."*
- *But the decision to move on must come from the Ouch-caller.*
- *Please note that anyone in the room can call "Ouch."*
- *It does not have to come from the person who is the focus of the potentially hurtful remark.*

**After these guidelines have been read in class or rehearsal, whoever is leading this discussion may say:**

Any questions or discussion?.....Thank you. May I ask that we pledge to each other that we will work together to promote an environment where it feels safe to speak up -- and that we will welcome any reminder to maintain a positive and respectful room. If you so pledge, please say "I do.".....Thank you.

**If an experience ever feels larger than an "Ouch/Oops" moment, please know that concerns about harassment, safety, or a negative environment may be reported through several channels. You may bring your concern to any of the following people listed below:**

**Communication Chain:** This is a list that "outlines the best practices for communicating concerns about a class or a production. Below is a chain of relevant parties. If a student is uncomfortable going to any person in the chain, they should go one link higher until they find someone to bring their concerns to." *(Source: Chelsea Pace, Theatrical Intimacy Education)*

- The **Instructor** of your class or the **Director/Tech Director** of your show.
- **Shannon Kearns**, Theatre Faculty/Discipline Lead, [skearns@collin.edu](mailto:skearns@collin.edu), 972-881-5621
- **Renee Dessommes**, Theatre Faculty, [rdessommes@collin.edu](mailto:rdessommes@collin.edu), 972-377-1005
- **Dr. David Tercero**, Associate Dean of Academic Affairs & Workforce [dtercero@collin.edu](mailto:dtercero@collin.edu), 972-881-5636
- **Dr. Lupita Tinnen**, Dean Academic Affairs & Workforce, [ltinnen@collin.edu](mailto:ltinnen@collin.edu), 972-881-5807
- **Dr. Mary Barnes-Tilley**, Provost of Plano Campus [mbarnestilley@collin.edu](mailto:mbarnestilley@collin.edu), 972-881-5771
- **Carie Dipple**, Associate Dean of Students, Plano Campus [dos@collin.edu](mailto:dos@collin.edu), [cadippel@collin.edu](mailto:cadippel@collin.edu), 972-377-1618  
(or report to the Associate Dean of Students on your campus)