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EQUITY  
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INCLUSION &  
BELONGING

# Challenge the idea not the person.



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# Listen.

Sometimes people just want to be heard without rebuttal or advice. Making and leaving space for others is a sign of utmost respect.



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**Think of people  
as experts of their  
own experience.**



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# Consider being wrong.

Leave room for the possibility that you might not be right. It's ok to say "I don't know" or "I admit that I might be wrong."



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# Do not overshare.

Sharing your experience can be illustrative but don't let your personal story detract from the issue. Instead, focus on moving the conversation forward. It's not about you.



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# Call in rather than call out.

Try asking a question during a disagreement rather than dismissing it. Clarifying perspectives can assist you to hear the speaker.



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# Do not steer the conversation to your viewpoint.

Don't prompt people to say things that agree with your view, even if they pause.



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# Pause to process.

Occasionally, you have to interrupt a discussion to process what's going on. Place a topic in a 'parking lot' to keep the dialogue going.





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# Mobilize the power of empathy.

Show genuine care and concern for others.  
It is a powerful tool that can open up  
vulnerability to move conversations forward.



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# Share responsibility.

Ask everyone to take shared responsibility  
for moving the dialogue forward.



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# Know when to condemn.

Be clear that even while you try to hold space for diverse viewpoints, some things are unacceptable and will not be tolerated. People need to hear you say that.