



## Recognize It:

The objective is to recognize what we think, feel and believe about statements and actions that perpetuate separation, exclusion and deficit thinking. Answering these questions helps us pause in order to thoughtfully respond instead of reacting. Ask yourself:

1. What is my physical response? (ex. stomach clenching, throat tightening)
2. How do I feel? What emotion does this evoke?
3. What is my initial belief or story about this?



## Interrupt It:

The objective is to engage in a way that that creates open, honest dialogue around difficult issues. For example, what can I ask to understand the person's intent? How can I be empathetic as well as share how this impacts me?

1. Ask to clarify meaning
2. Ask to understand intent
3. Address the deed instead of condemning the doer
4. Address the impact
5. Offer another perspective/share why it's important to you
6. Acknowledge the speaker and connect with empathy
7. Seek to include in ongoing dialogue

Sample "Interruptions" might include:

- "Tell me more about that, I want to understand."
- "What does that mean to you?"
- "What has been your experience with \_\_\_\_\_?"
- "I've had a different experience with \_\_\_\_\_."
- "I have a different perspective on \_\_\_\_\_."
- "I think your intention was positive, but what you said felt \_\_\_\_\_ to me. Can we talk about it more?"
- "I hear your frustration. That was challenging for me as well..."
- "How do you think we can address that?"



## Repair It:

The objective is to come up with actionable steps that invite connection and inclusion, keep the issue on the table until it is resolved, and create sustainable change.

**Observe:** Seek situations that expand your understanding of the issue - Attend community events or groups, films, music, etc.

**Engage:** Continuously interact with different people and perspectives - Seek or be an ally, model respectful engagement, follow up on difficult interactions, take responsibility for your actions

**Study:** Deepen your knowledge and ability to discuss the issue - Research the issue, take a course or book study, offer to learn together, bring the issue to a larger group or staff meeting

## Recognize it

Personal: \_\_\_\_\_

Professional: \_\_\_\_\_

## Interrupt it

Personal: \_\_\_\_\_

Professional: \_\_\_\_\_

## Repair it

Personal: \_\_\_\_\_

Professional: \_\_\_\_\_