

Steps for navigating difficult conversations on race and identity



STEP 01

CONTEMPLATE

Examine your motivations and identify your biases.

Be willing to be open, honest, and authentic.

Acknowledge that everyone brings different experiences and understanding.

STEP 02

PREPARE

Research terms and concepts related to diversity, equity, and inclusion.

Create a space of trust and support where everyone feels safe sharing their feelings and experiences.

Commit to being open-minded and making a sincere effort to better understand others.

Expect to be uncomfortable, realize that it's okay, and recognize the opportunity for change and growth.

STEP 03

ENGAGE IN ACTIVE LISTENING

Let others speak without interruption.

Make eye contact and give speakers your full attention.

Provide feedback or responses that make it clear you listened and thought about what was said.

Repeat or summarize what you heard and ask clarifying questions.

STEP 04

MAKE PROGRESS WITH PURPOSEFUL DIALOGUE

Don't rush to fill silence. Process and reflect before responding.

Show grace, compassion, and understanding. Acknowledge the speaker's courage in sharing difficult or painful experiences.

Look for common ground that promotes empathy while also recognizing different perspectives and identity-based realities.

Seek to understand, not question or tear down.

Pledge to continue the positive dialogue in ongoing discussions.