TOOLS FOR EFFECTIVE DIALOG

To effectively engage in dialog across differences, keep in mind:

🞣 *Assume Positive Intent*

→ *Put aside your own judgments and biases*
→ *Pay attention to non-verbal cues*

🞣 *Engage in Dialog – Not Debate*

→ *Focus on "learning" rather than on "winning the argument"*
→ *Be open to being challenged*

🞣 *Demonstrate Cultural Humility*

→ *Pause for self-reflection and analyze your assumptions, behaviors and experiences*

🞣 *Be Open and Willing to Admit Mistakes*

→ *Accept that you won't always say the right thing*
→ *Honest communication is a skill that takes time and practice*

🞣 *Embrace the Power of Listening*

→ *Don't just hear what someone is saying – listen*
→ *Put your own ego and assumptions aside and learn from others' experiences*

🞣 *Strive to Bridge Divides*

→ *Engage in conversations where people feel valued for their difference*
→ *Be willing to speak up as a champion for inclusion*

MODEL INCLUSIVE BEHAVIORS

Understand that it is also your responsibility to be inclusive

→ *Get out of your comfort zone*

→ *Sit next to someone different at a meeting or other event*

→ *Take the risk of having a conversation with someone from a different background about diversity and/or inclusion*

→ *Don't get stuck on differences – look for commonalities and view differences as learning opportunities*

→ *Get in the habit of asking questions rather than responding based upon assumptions*

Create and/or promote diverse teams

→ *Look for opportunities to work and interact with people who don't look like you and/or come from a similar background*

→ *Consider what assumptions may be influencing your attitudes and behavior when interacting across difference*

→ *Make it possible for people to ask questions without feeling "incompetent"*

→ *When managing, rotate who you assign the least desirable tasks to – don't allow anyone to opt out*

→ *Mentor people from different backgrounds from your own*

→ *Practice empathy -- try to see things from other people's perspective*

→ *Periodically ask for feedback about your own behaviors and actions*