

TOOLS FOR EFFECTIVE DIALOGUE

To effectively engage in dialogue across differences keep in mind:

 **Assume Positive Intent**

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

 **Engage in Dialogue – 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