

Moral - strong sense of right and wrong



Intellectual -- a need to learn about the issue



Emotional- strong emotional connection to the issue



Social -- Wanting to do something to address issue

(Adapted from: [Courageous Conversations about Race](#), by Glenn Singleton & Curtis Linton, Corwin Press)

Dialogue Support Sheet

How do I respond if I offended someone by mistake?





- Resist the urge to have a knee-jerk response, instead, listen and seek to understand the other party
- Don't let yourself dive into shame and blame mode, figure out how to take responsibility
- Apologize- without making it about you. So many folks miss the mark on this important step
- Pinpoint the oversight or lack of understanding that led to your mistake

How do I engage without sounding judgmental?

- That situation seems to have really bothered you...
- I hear a lot of passion around this...
- You saw something I didn't see, please help me understand...

How do I respond to someone who is in a different quadrant than me?

Open-ended questions help deepen the conversation. Avoid "Why" questions, they can put people on the defense. Below are some examples of questions or statements you can use to deepen a conversation with someone who has different views than you.

| | |
|---|---|
|  They might need . . . <ul style="list-style-type: none"> • an acknowledgment of their beliefs I might say <ul style="list-style-type: none"> <input type="checkbox"/> I understand what you're saying, or I understand why you might feel that way,... and I also see how it could be viewed differently (explain)... <input type="checkbox"/> How might your personal experiences be influencing your perspective? <input type="checkbox"/> How might others be affected? |  They might need . . . <ul style="list-style-type: none"> • More information or data I might say . . . <ul style="list-style-type: none"> <input type="checkbox"/> Here is some more information about... <input type="checkbox"/> You can find more resources on this topic at... <input type="checkbox"/> I believe the situation or issue is having this impact... <input type="checkbox"/> Can you give me a recent example of what you're describing? <input type="checkbox"/> Can you give me some background about that situation? <input type="checkbox"/> How might your personal experiences be influencing your decision? <input type="checkbox"/> I think I hear you saying.... <input type="checkbox"/> How do you believe others might view this? |
|  They might need . . . <ul style="list-style-type: none"> • acknowledgment of their feelings and empathy I might say . . . <ul style="list-style-type: none"> <input type="checkbox"/> Tell me more about why you feel this way.... <input type="checkbox"/> I understand how you could feel that way... <input type="checkbox"/> What experiences have you had that make you feel that way? <input type="checkbox"/> I'm struggling with his makes me feel _____ because.... <input type="checkbox"/> I'm struggling with your statement because... <input type="checkbox"/> Who else may be affected by this? <input type="checkbox"/> How do you believe others might feel? |  They might need . . . <ul style="list-style-type: none"> • to do something about an issue or problem-solve I might say . . . <ul style="list-style-type: none"> <input type="checkbox"/> Let's talk about the implications... <input type="checkbox"/> Are others ready to move forward, why, why not? <input type="checkbox"/> How should we proceed...? <input type="checkbox"/> Let's brainstorm <input type="checkbox"/> What would you like to do to resolve... <input type="checkbox"/> What will it take to move forward? <input type="checkbox"/> Who else may be affected by this? <input type="checkbox"/> How can I best support you? |