



Resources for Crucial Conversations in Difficult Times - Curated by ProInspire

The team at ProInspire collected these resources to support social sector leaders to engage in crucial conversations, especially during difficult times. All of the resources below are available online, and most were found through one of our trusted sources: www.racialequitytools.org. If you have additional tools that you find valuable, or you use these resources and have thoughts to share with others, please feel free to add comments or email us at info@proinspire.org.

- **Skills: How to Engage in Crucial Conversations:**
 - [Talking About Race Toolkit: Affirm, Counter Transform \(ACT\)](#)
 - [Ten Lessons for Talking About Race, Racism, and Racial Justice](#)
 - [Agreements for Productive Conversations During Difficult Times](#)
 - [You Just Had a Difficult Conversation at Work...](#)
 - [Don't Shy Away From Discussing Difficult Topics Of Race And Equity At Work](#)
 - [After an Uneasy Start, Finding Common Ground to Discuss Race Relations at Work](#)
 - [We Have to Talk: A Step-By-Step Checklist for Difficult Conversations](#)
 - [Managing During External Upheaval](#)
- **Knowledge + Tools: Finding the Words in Crucial Conversations:**
 - [Wear Out the Silence - Conversation Tips](#)
 - [Under Our Skin Project](#)
 - [Messaging Flashcards](#)
 - [Showing Up for Racial Justice \(SURJ\) Resources](#)
 - [Thanksgiving \(or any gathering\) Discussion Guide \(previous version\)](#)
 - [Listening Party](#)



The Racial Microaggressions Reparative Response Model

"I Committed a Racial Microaggression! Now What?
Apply CPR!"

Racial Microaggression:

Social exchanges in which someone intentionally or unintentionally communicates a negative, derogatory, often stereotypical cultural belief that belittles, dehumanizes, and alienates people of color.

I'm not racist.
I have a Black friend.

You are so articulate!

All Lives Matter.

Where are you "really" from?

C

Calm Yourself



Take a **deep breath**.
Collect your thoughts.



Resist defending yourself.



Remember this feels scarier than it is.

P

Practice Humility



Elevate the harm you caused over your own comfort.



Take responsibility for your actions.



Focus on the impact of your words or actions, not your intent.

R

Repair



Center the relationship, **not your feelings or reputation**.



Ask what you can do.



Accept that repairing the relationship might **take time** - you are just starting the process now.



Responses that do more harm

- "You're just being sensitive."
- "I didn't mean it like that, so you shouldn't be offended."
- "I was just kidding, it's not a big deal."