

# HSD Adopted Norms

Courageous Conversations by Glenn Singleton

## Stay Engaged

- ❖ Give yourself permission to focus fully on the conversation topic or exercise at hand.
- ❖ Please silence your cell phone.
- ❖ Share a story, state your opinion, ask a question—risk and grow!

## Speak Your Truth

- ❖ Value everyone's thoughts.
- ❖ Start by assuming good intentions.
- ❖ Speak from your own experience and use "I" statements, as in "I think", "I feel", "I believe", or "I want". 3
- ❖ It's important that we create a safe environment where everyone is free to speak openly.
- ❖ Keep in mind that people are in different places in this work. In order for us to grow, people need to be able to share thoughts in a way that's comfortable for them.
- ❖ Be aware of non-verbal communication.
- ❖ Before speaking, think about what you want others to know. How can they best hear you?
- ❖ Mistakes are part of success. Don't be overly cautious about being politically correct – this is a learning process.
- ❖ Disagree respectfully.

## Experience Discomfort / Expect and Accept Non-closure

- ❖ Engaging in race conversations is ongoing work that does not necessarily leave a person walking away feeling everything turned out the way they hoped. Accept that much of this is about changing yourself, not others.

## Listen for Understanding

- ❖ Listen without thinking about how you are going to respond.
- ❖ Try to understand where another person is coming from as best you can.
- ❖ Be careful not to compare your experiences with another person's. This often invalidates or minimizes a person's experiences.
- ❖ If someone is pointing out how what you said left them feeling, try not to explain or rationalize what you said or why you said it. Sometimes positive intent is not enough. Sometimes it's necessary to just say, "I didn't realize what I said was inappropriate...or hurt you in that way, I'm sorry," etc.
- ❖ Be comfortable with being uncomfortable.

## Honor Confidentiality

- ❖ What is shared here, stays here.
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