How to be Clear and Kind

When facilitating tough conversations

BREATHE
Take a deep breath. Regain composure. Use breath as a tool to stay calm.

QUESTIONS
Ask questions with the genuine intent of understanding.

WISE WORDS
Choose your words wisely. Avoid reactive words, use positive and encouraging words.

HUMAN DIGNITY
Recognize that human beings possess a special value intrinsic to their humanity and worthy of respect simply because they are human beings.

SAFETY
Give space for everyone to feel included. Allow them the opportunity to be responsible for their own emotions.

PERSPECTIVE
Try to see things from their point of view. Assume good intentions - maybe they’re having a bad day. Have patience.