

Courageous Conversations

Facilitator's Guide

This document is intended to be used as a framework to discuss real-time community events and broader issues of race, bias and power in the country. It is a leader's tool for intact and convened groups who want to facilitate courageous conversations about race, bias, violence, power and other volatile issues confronting our teammates, our city and nation; and impacting their ability to perform at their highest levels.

PURPOSE

To provide an opportunity for dialogue and healing, allowing teams to examine their personal reactions to current and related historical issues in our community. The goal is to provide a safe space where teammates can openly share thoughts, feelings and ideas and hear from others; while maintaining respectful, solution-oriented dialogue.

BACKGROUND FACTS

Present the facts of the situation as they are known

DISCUSSION GUIDELINES

- **Speak from your own personal perspective.**
- **Listen** to others. The hope is that there may be new shared understanding that comes from listening to each other.
- This is not a debate, and you are not trying to come to a singular conclusion but rather to **express and better understand** the multiple realities that may be in the room.

KEY FACILITATOR GUIDELINES

As we engage in the interplay of ideas, we offer **conversation guidelines** to keep the discussion focused, productive, and intentional. Everyone is encouraged to speak and listen to others.

- Listen to learn others' experiences to understand new and varied perspectives.
- Challenge ourselves by examining our own assumptions and beliefs.
- Demonstrate openness and respect
- Share the purpose of the dialogue (see above).
- **Ask participants to reflect on a question(s) in silence for 2-5 minutes.**
 - A few moments of silent reflection are beneficial.
- Take the questions one at a time and let each person respond before you move to the next question. These questions are offered as a way to promote dialogue and engage at the personal level before moving to discuss what is happening at the community level – and in so doing to increase understanding and connections among group members.
- As much as possible, stay with the question/topics, asking follow-up questions and allowing others to engage, as needed.
- Make sure everyone has a chance to speak and intervene as necessary when someone speaks too long or gets into solutions.
 - Encourage **SPEAKING** from a personal perspective rather than sharing the opinions of others.
- Encourage authentic personal sharing and that people listen and give space to others.
- Summarize and paraphrase and ask follow-up questions as appropriate
- You may not get to discuss all the questions; this is okay.
- In closing, ask how understanding has increased through listening to others' responses to the questions and what participants may have **DISCOVERED** about themselves or others through this process.

RECOMMENDED QUESTIONS FOR REFLECTION & CONVERSATION

1. How are you personally affected by the recent events/shootings?
2. How does what happened in Ferguson, Baltimore, New York, Charleston, Tulsa, Charlotte, Minneapolis and other locations, impact your feelings of physical and/or mental comfort/security or safety?
3. From your perspective are race and/or racism at play in this story?
4. Can the climate and what is happening in our larger communities have an impact on how we deal with patients and families? If so,
 - a. How?
5. What must we confront that's "in the ground" in our community and in ourselves in order to interrupt the culture of fear and violence toward "the other"?
6. Can you share some strategies you have utilized that have confronted and interrupted the culture of fear and/or violence?
7. What can you commit to do as an individual, to be a part of a solution?

OPTIONS FOR NEXT STEPS

- Broaden this conversation to include others within your group or organizations.
- Request support or assistance in having additional conversations like this.
- Continue the discussion on **Yammer**
- Participate in **Atrium Health First Responder Series** opportunity as they come available
- Use yourself to influence solutions in your workplace and community.

FOR ADDITIONAL ATRIUM HEALTH SUPPORT & RESOURCES

- The Office of Diversity & Inclusion: DiversityandInclusion@AtriumHealth.org
- EAP
- Pastoral Care
- Your division's/facility Diversity & Inclusion Council

"Let this be the defining moment in which we collectively embrace the humanity we share and banish the hatred and attitudes that have led to acts of racial intolerance. I truly believe that the strength of our collective voice as Atrium Health in standing against injustice is more powerful than any evil that exists."

"I am just asking you to take some time to check in on a fellow teammate, to engage in a dialogue about how we can continue to build bridges among each other – and across racial and ethnic lines – as we demonstrate who we are at our best. Little acts of kindness and love can go a long way in helping all of us heal."

-Eugene A. Woods, President & Chief Executive Officer, Atrium Health