



## Everyday Inclusion Toolkit: Conversation Framework

Create Safety - Engage Goodness - Create Clarity - Share Impact - Solutions

### Create Safety

- ✓ We're all doing the best we can
- ✓ We've all made missteps
  - Share one of your own
- ✓ Growth mindset

### Engage Their Goodness

- ✓ Have them tap into a time they felt excluded, degraded, like they didn't belong
- ✓ "I know you'd never want to be a person who would make someone else feel that way"
- ✓ "Are you open to hearing about how you unintentionally did that?"

### Clarity

- ✓ No drama
- ✓ Just the facts, Ma'am
- ✓ "When we were in the meeting earlier, you repeated an idea about cost sharing that I'd brought up a few minutes earlier. You phrased it a little differently, but never gave me credit for the idea. I didn't say anything, and Bill gave you the go-ahead to implement it"

### Share the Impact

- ✓ How it made you feel and what you see are the career implications
- ✓ How you saw others responding
- ✓ "I felt surprised and a little hurt that you took my idea without giving me credit. The idea has a lot of traction and the project is going to be high-profile and good for exposure. I saw the team giving you a lot of head nods along with Bill's response."

### Solutions

- ✓ Ask them to weigh in. Ask if they have questions, input or ideas
- ✓ Share what words or actions would be appropriate.
- ✓ "I know you didn't do this on purpose, and I own that I should not have phrased my suggestion as a question. Would you be willing to meet with Bill and I and talk this through? It's important to me that I have the opportunity to share more about the idea, and work on the project."