

WHEN DO I STEP IN?

Moments that necessitate
facilitator involvement



DEBATE TAKES OVER

**People stop listening to learn;
winning becomes the goal**

- Remind folks that the goal of dialogue is to better understand another's perspective.
- Revisit a guideline. Try "you are not the only one who's right."
- Push participants to consider others. Ask "Under what circumstances might you agree with their view?"

LAZY LANGUAGE EMERGES

**Participants use words that
are unclear or damaging**

- Reflect and rephrase. "I want to make sure I'm clear, you said..., is that right?"
- Though you say..., I say...can you tell us why you use that? And I can share why I use...?
- Use a guideline - "We agree to choose language not to shock, but to be better understood."

I'LL PLAY DEVIL'S ADVOCATE

**Allows separation from the
opinion being voiced**

Interrupt. "Though I'm sure you're seeking to have us consider another perspective, I'm most interested in what everyone here thinks. Can you tell us more about YOUR thoughts on this?"

HATE SPEECH IS USED

**Participants shut down or
prepare for conflict**

- Revisit or create a guideline that words such as these are not permissible here as they shut down learning.
- Say "I hear your passion on this, but the way you express it is unacceptable. It prohibits us from hearing what you are concerned about."

OTHERS DISENGAGE

**Invite folks back by asking
for their thoughts**

- Does everyone agree?
- Has anyone had a similar/different experience?
- What are we missing that needs to be talked about?
- What do others think?