

PAIRS: EFFECTIVE DIALOGUE SKILLS

P: PAN the environment and yourself; describe what you notice or engage others based on what you see (**Pay Attention Now**)

- I'm noticing I'm feeling...anyone else?
- I noticed how quiet everyone got; I'm wondering what is going on for folks?
- It seems some people were impacted by that statement, am I right?
- I'm noticing you're speaking with a lot of energy and emotion...
- I'm noticing that people get interrupted as they try to share...
- You seemed to have a reaction to what I just said...

A: ASK about the specifics behind the person's comment or behavior

- Could you say more about that...Tell me more...
- Can you give us an example of what you're saying...
- Help me understand what you meant by that?
- What were you hoping to communicate with that comment?
- Can you help me understand what your intent was when you said/did...
- Can you give me some background on this situation...
- How were you impacted when...What were you feeling when...

I: INTERRUPT the dynamics

- Let's slow down the conversation and talk about what just happened...
- I'm going to interrupt and try a different approach to this conversation...
- We are not engaging according to our group norms.
- Let's take a breath...

R: RELATE to the person or their comment/behavior

- I relate to what you're saying, I...I have felt the same way...
- I remember a time when I...I did the exact same thing...
- How do others relate to that comment?
- What you're saying seems to relate to what so-and-so just said...

S: SHARE about yourself ~ self-disclose with a story or example; your feelings in the moment; the impact of a comment or behavior, etc.

- When I hear you say that I think/feel....
- Just last week I...I remember when I...
- I was socialized to believe...
- I'm beginning to feel _____...
- My heart aches as you tell that story...
- I notice I'm feeling a little triggered...

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Engaging Skills	Examples/Descriptions
Ask the person for more information ~ seek to understand	<ul style="list-style-type: none"> • Can you tell me more... • Can you give me an example... • Can you give me some background on this situation... • What do you mean when you say... • Help me understand what you disagree with...find frustrating... • Help me understand how you came to that conclusion? • What were you feeling when...? • What's your perspective? • What led you to that conclusion?
Paraphrase the person's comments	<ul style="list-style-type: none"> • So you're saying that... • So you feel that... • So you think that... • Are you saying that... • So from your perspective...
Explore their INTENT	<ul style="list-style-type: none"> • Help me understand your intent when you... • What had you wanted to communicate with your comment? • What was your intended outcome? • What is underneath your comment/question?
TRACK/PAN the person's body language, tone, and comments	<ul style="list-style-type: none"> • I notice you had a reaction to what I just said... • I don't believe she was finished with her comment... • I notice you just got very quiet...looked away...shook your head... • I'm noticing your tone of voice... • I'm noticing your body language...
Explore the IMPACT on them	<ul style="list-style-type: none"> • It seems my behavior had an impact on you... • How did that impact you? • What were you feeling when...
Acknowledge and validate their points as much as possible	<ul style="list-style-type: none"> • I hear that you feel... • I can see that from your perspective you think... • I'd probably feel ____, too...
Explore possible solutions	<ul style="list-style-type: none"> • What do you think we can do? • What do you see as the next steps? • One thought could be to...what do you think? • Might it be possible to...
State your desired outcome	<ul style="list-style-type: none"> • This is what I suggest we do... • I want to...I need...
Summarize the dialogue	<ul style="list-style-type: none"> • Summarize the dialogue without stating opinions or judging the dialogue. • So we've discussed...we agreed to...

What Could You Do?

1. Over time you have noticed that most students do not greet or interact with a student who is using a wheelchair like they do to other students walking by.
2. You observe a student asking a person you think might be multiracial or biracial, "What are you?"
3. You notice new students getting talked over or ignored in classroom discussions.
4. A professor talks louder and more slowly when addressing a student from Korea.
5. You hear some students making fun of an "overweight" student.
6. You notice when your small group meets to work on a class project, the men only talk to men; whites only talk to whites; and overlook, don't engage other members.
7. During a discussion about how to celebrate the end of the fall semester, several students are pushing the idea of a Secret Santa party to celebrate Christmas. You notice a few students look down or seem restless.
8. You hear a student asking someone who they think is Asian, "Where are you from? And where did you learn to speak English so well?"
9. Someone is writing, "That's so gay!!" on the bulletin board.
10. After class you notice a male student standing really close to a female student. As she backs away, the male student moves closer.
11. After class you overhear a student discussing what accommodations that they will need in the class, and the professor seems distracted and frustrated.
12. You notice that some students seem to react negatively when they see a woman wearing a veil/hijab on campus.
13. In class a student talks about being LGBTQ and a student says, "I'll pray for you."
14. You notice that the activities the group plans to do always require individuals to pay between \$20.00-30.00 each.
15. At a party you see a group of U.S. born students approach an international student standing in the corner and ask him to teach them swear words in his native language.
16. The professor continues to call two students by the wrong names, confusing them for each other even though they look nothing alike; except they both are men of color.
17. A professor refuses to use the preferred gender pronouns/PGPs and preferred name of a transgender student.
18. You notice some of your friends regularly looking women up and down, staring at their breasts.
19. A professor doesn't agree with a student and seems to raise their voice to silence them and end the conversation.
20. You notice a student wearing a baseball cap with a team "mascot" that is Native American.
21. A friend of yours tells you that their academic adviser told them, "Someone with your type of learning disability will probably not be successful in law school."
22. You overhear someone saying to an African American woman, "You're very articulate!"

23. In a group meeting a woman confronts a male student and he turns and says, "What a B_____!"
24. A Latina friend of yours is talking to some of the white students in the hall about a racist situation that happened on campus. One of the other students says, "Why do you have to make everything about race? They were probably just having a bad day..."
25. You observe a professor talking to an "average looking" student who seems to get distracted when a "very attractive" student approaches; and quickly stops talking to the original student and turns their attention to the more attractive one.
26. You notice that some students repeatedly mispronounce an international student's name.
27. As the class starts to discuss the death of Michael Brown and the subsequent events in Ferguson, Missouri, all of the students and the professor turn to the only African American in the class and ask, "What do you think about what is going on?"
28. While hanging out in the lounge you overhear a few other students making disparaging comments about Islam and Muslims.
29. A professor shows a video in class that includes a scene of two men kissing, and a few students laugh and make derogatory comments under their breaths.
30. Students are forming into project teams, and no one has asked the two international students to join their group.
31. You see a couple of students treating a custodial staff member with disrespect.
32. As some students are talking about how a female student was sexually assaulted at a party over the weekend, you hear one of them say, "Given me a break! Did you see what she wore to that party?!?"
33. Someone at your table leaves they tray as they start to leave. When someone reminds them to bus their dishes, she says, "These workers get paid to clean up after us."
34. When someone points out the racist comment a student just made, their 1 st reaction is, "I'm not racist. I was just kidding. I didn't mean it."
35. During a class discussion about sexism you notice that while a female student is talking about her experiences on campus that a couple of men are talking to each other and smiling.
36. As a 1 st generation student is talking about some of their struggles on campus, someone says, "That happens to me, too, and it has nothing to do with being 1 st generation to college."
37. You overhear a student saying to a woman of color, "You should straighten your hair. You'd be much more attractive."
38. You notice that a student doesn't bring the textbooks to class. Before one class session you overhear a student saying to that student, "No you can't borrow my textbook. What, are you too cheap to buy your own?"