

TAKE SPACE / MAKE SPACE



Balanced and inclusive conversations

TAKE SPACE / MAKE SPACE

A mindset and practice to create space to hear all voices equally

If you are someone who normally takes up more space by speaking a lot, sit back and make space for others.

- Pause and count to three
- Only speak if you have something new to add
- W.A.I.T. – Why am I talking?

If you are someone who normally makes space by staying quiet, invite yourself to speak up.

- Ask to pause if you need more time
- Remember that your perspective is valuable

USE THIS TO

Minimize the influence of overly dominant voices

Make it easier for quieter personalities to participate

Challenge the default ways of communicating within a team

EQUITY LENS QUESTIONS



Consider how to advance equity and inclusion in your decisions and actions

EQUITY LENS QUESTIONS

Consider equity and inclusion in your decisions and actions by asking yourself or your team the following questions

SELF	How are my own biases and assumptions at play here? How do my identities carry power and/or marginalization?
VOICE	Whose perspective is missing? How can I elevate the perspectives of people who have been marginalized?
POWER	Who holds power in this situation? Who doesn't? How can I empower the people who don't hold power?
DESIGN	Who will benefit from / be burdened by this path forward? How am I designing with people at the margins?

USE THIS TO

Use your power and privilege to advance equity and inclusion

Notice & interrupt inequitable patterns

Build your awareness how your identity relates to power

INTENT VS. IMPACT



Focus on the impact of your actions,
not on you or your good intentions

INTENT VS. IMPACT

Separating what we intended from how our actions impacted the other person

MAKE OTHERS

AWARE

OBSERVATION

"I noticed that you ..."

INTERPRETATION

"I interpret this as ..."

IMPACT

"I felt hurt/frustrated/dismissed..."

REQUEST

"In the future, I'd appreciate if you..."

TAKE

RESPONSIBILITY

GRATITUDE

"Thank you"

REPEAT AND CLARIFY

"What I heard you say was..."

EMPATHIZE

"I can see why that made you feel..."

COMMIT

"In the future, I will..."

USE THIS TO

Avoid being defensive
or dismissive

Validate other
people's feelings

Develop empathy for other
people's experiences

BIAS MITIGATION PAUSE



Mitigate and block implicit bias triggers in order to be more fair and inclusive

BIAS MITIGATION PAUSE

Identify when you're in a situation where bias can show up and take steps to interrupt your implicit bias

BIAS HAPPENS WHEN...

WE ARE RUSHED

Sense of urgency and quick decisions

WE ARE STRESSED

High stakes and external pressure

WE HAVE INCOMPLETE INFO

Limited data and one-sided narratives

WE ARE IN UNFAMILIAR TERRITORY

New project, people, or environment

BIAS BLOCKERS

SLOW YOURSELF DOWN

Use a process that helps you be proactive instead of reactive

TAKE A BREATH

Calm your nerves, recall your values

GATHER MORE DATA

Get more info and perspectives, especially from diverse sources

GET CURIOUS

Ask yourself what you can learn and seek to understand

USE THIS TO

Recognize when you're most susceptible to bias

Interrupt bias before it impacts your behavior

Take action more informed by data than by assumption

MICRO-AFFIRMATIONS



Small acts that make teammates feel supported and included

MICRO-AFFIRMATIONS

Actions that demonstrate care and help teammates face challenging moments

Be welcoming: “I’m glad to see you.”

Be silent together when the person is filled with emotion

Encourage the person to speak up and ask questions

Be present: “I have the time.”

Sit facing each other and maintain eye contact

Show vulnerability: “I don’t want to make a mistake in the way I phrase this. Please let me know if I am.”

Credit: Neuroleadership Institute, Mary Rowe, PhD

USE THIS TO

Make others feel that you are invested in their success

Help others feel that they belong, especially in difficult circumstances

Strengthen personal bonds and cultivate trust