PREPARING FOR RESPECTFUL CONVERSATIONS

Purpose

This video resource offers a simple set of strategies to help individuals prepare for respectful conversations when experiencing or witnessing discriminatory behaviour in the workplace.

Intended Audience

This video is intended primarily for any individual who works in a health care setting. This resource is also applicable to workplaces in other sectors.

Overview

Interpersonal communication is complex. Anticipating, preparing for, and effectively responding to potentially difficult situations such as experiences of discrimination and anti-Indigenous racism using communication skills and techniques presented in this video can help to mitigate conflict in the workplace.

The video presents the **STOP** model [1], which is a mindfulness-based approach to respectful conversations. **STOP** is an acronym for **S**top, **T**ake a breath, **O**bserve, and **P**roceed. These strategies can take as little as thirty seconds to or up to ten minutes to implement.

In addition to the **STOP** model, the video presents six 'in the moment' response strategies. These strategies are:

1. Appeal to a person's values;
2. Describe the behaviour rather than label the person;
3. Express how the observed behaviour made you feel;
4. Draw clear boundaries;
5. Respond to microaggressions with courage; and
6. Remain silent in the moment and seek guidance from a supervisor or another trusted person.

Practicing the strategies presented in this video will support development of a "speak up" culture in which individuals are empowered to effectively address situations involving discrimination and anti-Indigenous racism.

National Collaborating Centre for Indigenous Health

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