

PERSPECTIVES ON ENGAGEMENT:

WORKING THROUGH DIFFERENCES

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information

Challenging topics can impact team engagement

1 ALIGN SHARED PASSION & GOALS

Focus on shared experiences

Emphasize commonalities as opposed to concentrating on differing opinions.

Try This

> Use phrases such as, "I am thankful to have a space where we are all so passionate about this topic. This might be a good time to refocus on the next agenda item."

2 FOSTER COMMUNITY OF RESPECT

Establish a deep level of respect and connection

Prioritizing relationships at the beginning of the project can help members feel united even when disagreements occur.

Try This

> Use phrases such as, "While we might not all agree on this topic, I appreciate how respectful everyone has been in this discussion."

3 VALIDATE SHARED FEELINGS

Provide support by highlighting shared emotions and then direct folks back to the topic at hand

Have a space where controversial topics, like COVID-19, can be discussed openly and with a focus on uniting the team.

Try This

> Use phrases such as, "We hear you, thank you for sharing your opinion. We can all understand what it is like to feel frustrated."

4 REVISIT THE PROJECT'S PURPOSE

Return to the team's goals and shared values:

- Consistently revisit the project's shared values and make space for all opinions
- Allow space to be vulnerable, and model understanding and support by the team
- Have respect and empathy towards each other