

Ameren's Inclusion Cruiser On The Road  
with the story of  
Stepping Forward for Understanding

**Facilitator's Guide**

## Description

"Stepping Forward for Understanding." focuses on situations that may call for examining our values. It challenges the participants to develop ways to understand differences and its inherent challenges. Participants will be encouraged to examine their values to make decisions while knowing they are operating within the norms of our communities. It challenges participants to call upon their courage when having uncomfortable conversations and to face obstacles or uncertainty head-on.

## Objectives

This video is intended to explore the connection between living your values in order to build an inclusive culture in your workplace and our communities. Co-workers will:

- Discover courage can be demonstrated in many ways, big or small.
- Understand how experiences shape perspectives and biases.
- "Think outside the box" when looking for ways to be accepting of differences.
- Reflect on how speaking up can help us become more courageous and move us forward.
- Recognize when speaking up in certain situations can help promote awareness and inspire others.

## Target Audience

This program is intended for groups, organizations and people interested in building inclusive communities through dialogue and discussion.

## Tips for Facilitating

As a facilitator, your role is to encourage discussion. Considering the opinions and points of view presented in this video, focus discussion on those conversations and thoughts that affect inclusion, respect, and valuing others. To best facilitate the discussion, **carefully review the video and prepared materials in advance of presentation.**

## Guidelines:

- Review all presentation materials and the video in advance of your session.
- As you begin the session, establish ground rules for sharing (**see *Ground Rules Samples***).
- Stress the need to be respectful of others.
- Set expectations for the session by sharing the objectives (**see *Objective Section above***) and agenda.
- Actively manage time to allow sufficient discussion of the topics highlighted in the video.
- You may encounter off topic comments in your session. Prepare to steer the conversation back on topic. An example of something you could say might be "***That is an interesting comment. Let's discuss it further after the session to allow time to cover discussion items more directly related to the video.***"
- At the conclusion of the session, thank everyone for their participation.

## Materials and Equipment Needed

Video: "Stepping Forward for Understanding"

Click on link: [Stepping Forward for Understanding](#)

*Wi-Fi or data connection is needed to view video*

Laptop with Video Screen, or Room with Projector and Screen for showing video

Facilitator Guide

Participant Booklet

PowerPoint Presentation

## Time Requirements

Room Set-Up: 5 minutes

Video: 9:52 minute runtime

Discussion Time: 30 - 40 minutes

## Presentation

### Introducing the Program

Welcome participants. Explain that the story they are about to hear focuses on situations that may call for examining our values. It features two Ameren co-workers, Deb and Dajuan, who share a story about how they lived their values to navigate in an uncomfortable situation. Ask participants to be thinking about the message Deb and Dajuan share and what it means to them.

Give advanced notice that there will be questions following the video for discussion and learning.

### Provide Sample Ground Rules for Clips Discussion

Facilitators, encourage people to be involved as active listeners and participants. No one else knows a person's thoughts and experiences as well as that person. Suggested ground rules are below. The bracketed portions are optional, so, feel free to include or not.

Participate	I encourage you to participate. [You will find you will get more out of the program, likely, enjoy it more and hopefully, even have a little fun.]
Respect	We expect everyone to be respectful. [Not everyone may agree with each other, but when we are respectful, we establish, maintain and even improve the way we relate to one another.]
Open	We hope you will be open.
Educate	We're here to learn and to inform, but we are all students of diversity. [Some may not have any experience participating in discussions of this nature or on these topics. And some may not have done so in a work environment. So, we expect understanding as we learn how to talk about these issues, because some of us may not feel we have the "right" words to share our thoughts.]
Share	Sharing our experiences, respectfully, can help us connect with each other. Doing so, also can help us build trust.

As you ask questions, remember to allow people time to think before they respond. Do not jump in too quickly with another question. . The role of the facilitator is to generate discussion. Ideally, you will be neutral and not share your perspective. You are "Switzerland."

❖ **View Video** (Run Time: 9:52)

❖ **Group Discussion**

For large audiences (more than 10-12 people), consider dividing into smaller groups to discuss questions. Key points from each small group can be shared with the larger group and captured on the flip chart at the conclusion of their discussion.

## Discussion Questions

1. In the first story, Deb talked to her students about the "*differences they saw in that room alone, at that moment.*"

What differences can we see (or hear) in this room right now?

### Possible Answers:

- Age.
- Gender.
- Clothing.
- Speech.

Take a moment to think about your own top five (5) values and share them (*either in a small group of 3 or with another co-worker*). How do they compare with your organization's or personal values?

### Possible Answers:

- Open Response.

2. In the second story, DaJuan shared a time when he approached a co-worker from a position of "*curiosity, rather than judgment.*"

Think of a time you have done the same OR when someone did that for you. What was the situation? What was the outcome?

### Possible Answers:

- Open Response.

**NOTE TO FACILITATOR:** *Facilitator asks for 2-3 volunteers to share with all.*

**NOTE TO FACILITATOR:** *When this question is displayed, remind your group the importance of situational awareness from a safety standpoint.*

- *When engaging another person in a difficult conversation, it is important that we are aware of our surroundings and that we take responsibility of our own safety.*
- *Some considerations for sensitive conversations include having them one on one, in a common/semi private area where the discussion will not be readily overheard.*
- *We find that we get better results when we begin from a place of curiosity vs judgement, respect, and understanding.*

3. Both Deb and Dajuan stated it was their responsibility to be a leader and address stereotypical comments. Share a time in which you spoke up against a biased or stereotypical comment. What is the impact to your work team, your community, or your organization if you remain silent?

**Possible Answers:**

- By engaging in open dialogue and developing a shared understanding that inclusion takes commitment and hard work from every member of the team.
- We improve our results by being more inclusive and bringing different experiences and perspectives to the table.

## Review Objectives

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## Closing Comments

Conclude the session by sharing your organization's or group's policy statement or position on diversity. Be sure to thank the participants for their contributions to discussions and for their time.

## Survey

Please take a few minutes to complete a brief survey on *The Courage to Live Your Values* video series:

Click on link: <https://www.surveymonkey.com/r/2019DiscussionsAcrossDifferences>

***Let's keep the dialogue going.***