



National Coalition Building Institute

1280 S 3rd St W Suite B | Missoula, MT 59801 | 406-541-6891
ncbi@ncbimissoula.org | www.ncbimissoula.org

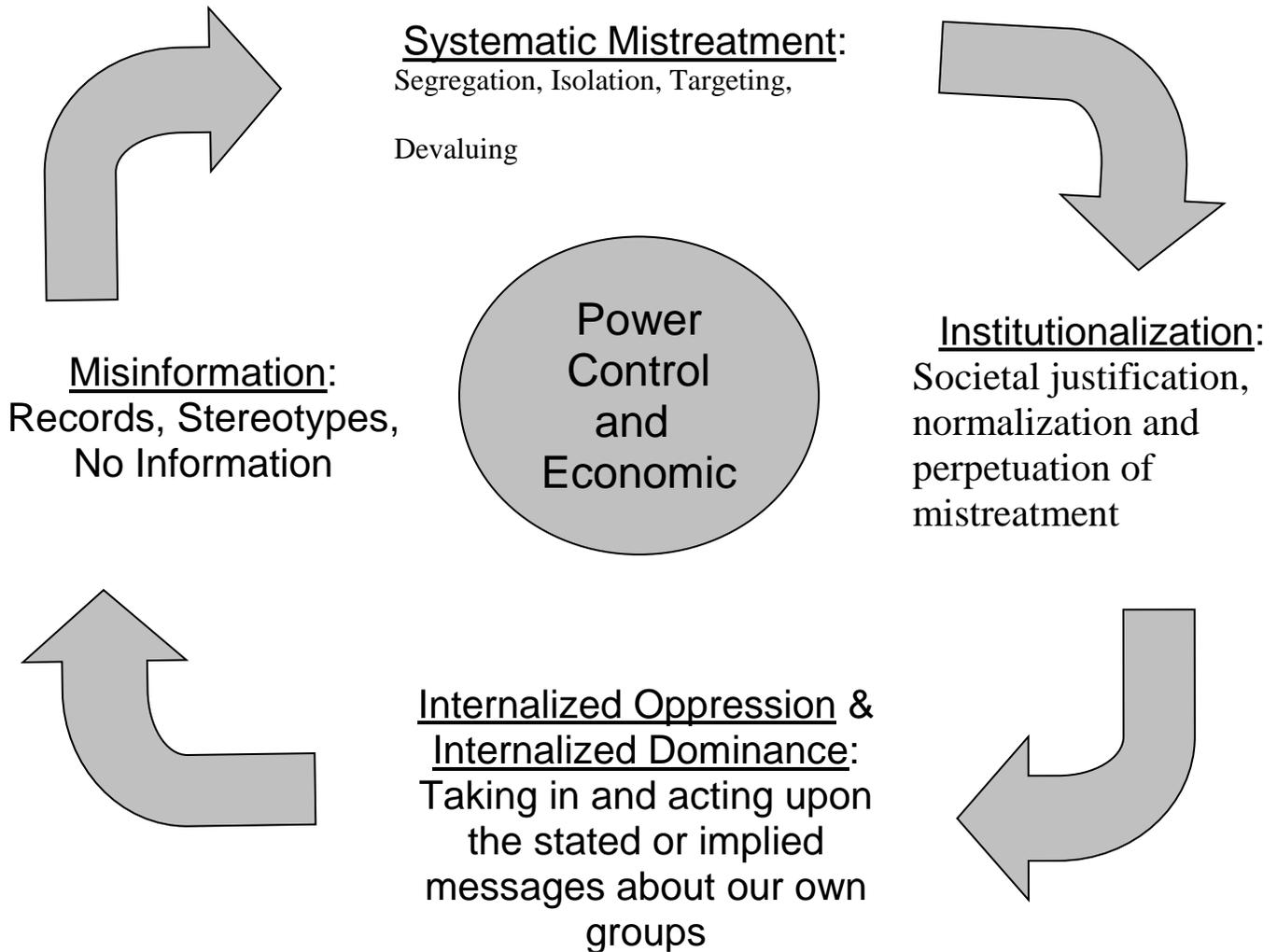
Frame of Reference

What are some of your most significant lenses?

Race/Ethnicity	Gender	Religion
Age		Class
Education		Ability
Work		Family
Travel		
Sexual Orientation	Place	Life Experiences
		Etc.

How does your frame of reference impact the way you see, experience, and participate in the world?

Cycle of Systematic Oppression





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Effective Interventions: Stopping Behavior and Shifting Attitudes

- **Effectively intervene to stop hurtful behavior**
 1. Identify the issue/behavior
 - i. Separate person from action
 2. Articulate the personal impact
 - i. Use “I” statements
 3. Ask for what you would like to be different
- **Engage in dialogue to help shift prejudicial attitudes**
 0. Preparation — the ‘I’ in I.Q.
 - i. What is under the surface for you?
 - ii. Do you need to vent/be listened to before starting the conversation?
 - iii. Are you ready and open to hearing other perspectives?
 - iv. What are your goals in having the conversation?
 - v. Is this the right time for both of you to talk?
 1. Reflect on what feelings may be fueling the behavior/comment.
 - a. feelings + misinformation = X
 2. Ask an open question to engage in critical inquiry to help you understand the root causes — the ‘Q’ in I.Q: “You sound upset.... What’s been happening?” “I’m surprised to hear you say that.... What have been your experiences?” “It sounds like you have strong feelings about that.” “I hear that a lot. I’m trying to figure out why.”
 3. Listen
 - i. Listen to stay in dialogue (can you do 5 open questions before any ‘lesson’?)
 - ii. Remember the inherent goodness of most people — let them surprise you