

"Dialogue is the center, not sides" - William Isaac





How to Have an Inclusive Conversation? **Preparedness Over Perfection**

brainstorming sessions.

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Describe the Behavior – seen and/or unseen

Express Personal/Human Impact

Specify the Business Impact

Options for Managing The Situation and Exploring Actions

your confidence in expressing your needs and conflicts.

D.E.S.O. Sample

- **D** "I've noticed that we haven't been promoting women and people of color into higher ranks? Have you noticed that?"
- **E** "I think some team members may feel they don't have a chance to contribute at a high level and are discouraged about their career development."
- S "We could be missing out on their contributions and overlooking helpful perspectives and ideas."
- **O** "Could we evaluate our development programs and promotion process?" This may be a good discussion at our next leadership meeting what are your thoughts?"