

# The ARC Method

## Follow the ARC to Gain Clarity in Any Situation



### Sample questions:

"Do you mind telling me more about...?"

"What's going great and what's going poorly this week?"

"What can we do to make this a great place to work for you?"

### Paraphrase and validate

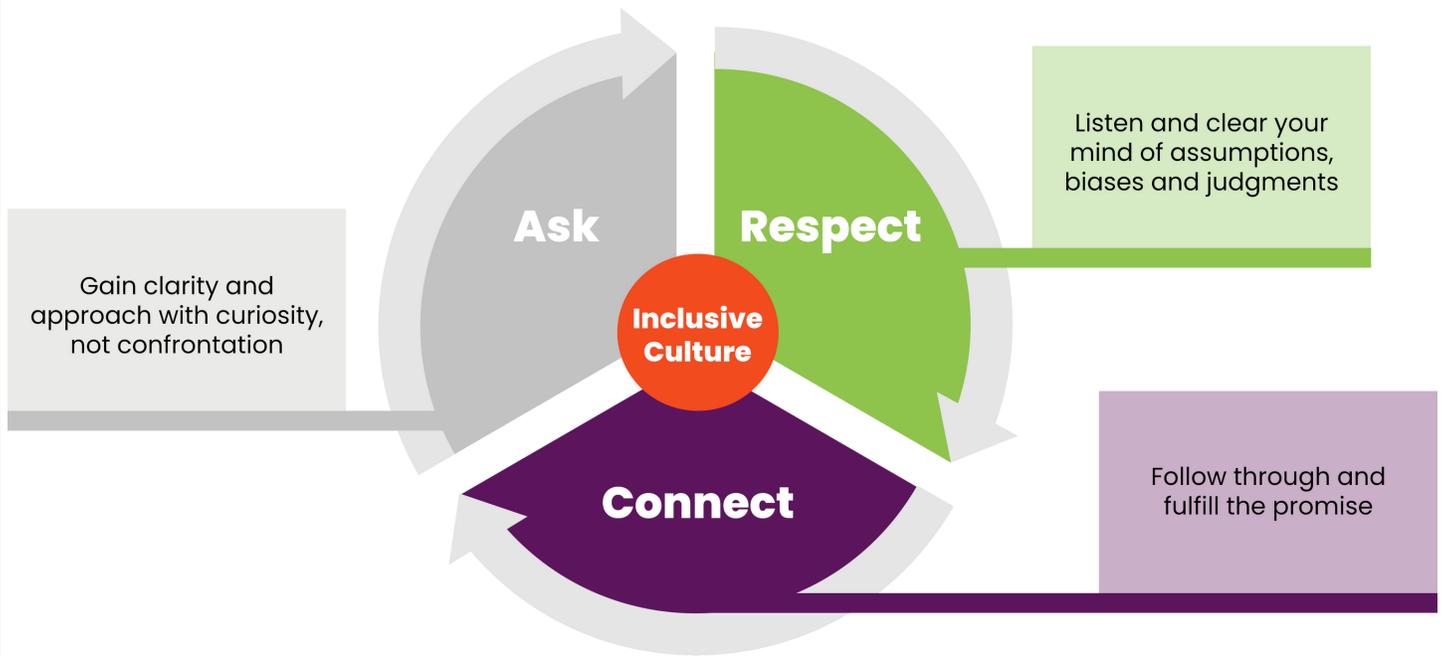
"OK, just so I'm clear...? Got it!"

"So I understand you correctly...?"

"Wow, that must have been hard. Thanks for letting me know."

# The ARC Method

## Follow the ARC to Be an Ally



Compliment first: I've always thought of you as fair-minded

Sample questions:

"Can you explain what you meant ...?"

"Did I hear you correctly when you said...?"

"I heard you say... Is what you meant to say...?"

"I don't get it. Can you please explain the joke?"

Responses:

"Ah yes, you're saying that... I used to think that, too"

"Ah, well, when you say... that's actually offensive"

"Fair enough. You want to say that... but please don't say that around me."

Then MOVE ON!

# The ARC Method

## Follow the ARC to Make Great Organizational Decisions



### Sample questions:

Where are there racial disparities in our people practices?

·How do managers decide which employees get projects? Is it unilateral?

·Are inclusion and diversity included in employee learning and development plans?

Connect the answer to solutions.

Connect goals to leaders' assessments.

Connect your employees to each other to hold open conversations.

# Inclusive 360 Book Club Discussion

Inclusive 360 was written to start meaningful conversations to get people in action towards greater diversity, equity, and inclusion. Here are some conversation starters and discussion questions that you can bring to your group.

- What does diversity mean to you? What's your own story of diversity?
- How is diversity discussed in your personal networks?
- How diverse are your personal networks? Your professional networks?
- How is diversity discussed at work?
- What mistaken assumptions have people made about you? How did it feel? What mistaken assumptions have you made about others?
- What does the leadership of your organization look like? Why do you think that is?
- If you were to bring some of the ideas from this book to organizational leadership, what kind of response do you think you'll get? How might you prepare yourself for the conversation?
- How does your office/community currently celebrate diversity? Does it feel authentic? Is there active participation?
- If your organization starts to increase diversity, how would you expect underrepresented talent to be treated by others? What makes you say that?
- How has your race played a part in your lived experience? How does this impact your sense of inclusion at work?
- What will you do to become an antiracist?
- What microaggressions have you witnessed in the past, especially at work? How did you respond, if at all? How did it feel to witness those microaggressions?
- What microaggressions have you experienced from others before? How did it feel?
- Do you personally feel a sense of belonging in your workplace? What contributes to that?
- What about the book is most applicable to you?
- Was there a section of the book that had the most impact on you? Share parts of that section and its impact.
- Did your opinions on the subject change due to the information contained in this book? Has your interest in the subject matter increased? How so?
- What questions do you still have after reading this book?
- What is one thing you can commit to doing as a result of having read this book?