

Kind Dialogue Assuming Good Intentions



On Monday morning while Jane is walking to her office, her colleague Steve walks right past her, his head bent as he focuses on his phone. Jane says hello, but Steve doesn't respond.

Nate and Juan are on their way to an offsite meeting. While he is driving, Nate slams on the brakes, yells out an expletive, and makes an aggressive gesture to another car that cuts in front of them.

Several days a week, Keisha and Gabby take a break together in their break room. This week, whenever Keisha stops by Gabby's desk to invite Gabby to take a break, Gabby declines. Keisha is concerned about Gabby.

Marco is out to dinner at a popular restaurant with his family. Once they are seated, they have to wait a very long time for the server to come to their table. When the server arrives, he takes their orders quickly and doesn't ask them what they want to drink. It takes almost an hour for the food to arrive at their table, and Marco's order is wrong.

Isaiah and Brenda both express interest in joining a team that is working on an exciting new project. Brenda is really pleased when the team leader invites her to join! She has been working hard on many skills applicable to the project. Isaiah isn't invited to join the team. When Brenda shares her excitement with Isaiah, he says that Brenda was only selected because they want a woman on the team.

During regularly scheduled team meetings, Shanna is acting overbearing. She has the "right" answer to every question, and she tries to dictate all of the plans for new projects. Lysette gets along well with Shanna, and she notices that Shanna's behavior in the group is different than her behavior one-on-one with Lysette.

Marcus and Janine are participating in a company-sponsored volunteering day at a soup kitchen, serving breakfast and lunch followed by clean up. When they're done for the day, another colleague suggests that the group use money from the company's slush fund to buy coffee for everyone. Marcus doesn't want to join the group, but he doesn't explain why and leaves abruptly.

Natalie overhears her colleague Mariah talking with a patient. She overhears a harsh tone, and she thinks she may have heard Mariah using disrespectful language. Natalie knows that respectful language is a cornerstone of their organization's culture code.