

There is no single failproof fix. Our focus is ongoing. Let's think about teaching moments as **windows of opportunity**.

- Interrupt
  - Question
  - Educate
  - Echo
- pgs. 18-23.



- **A**sk clarifying questions to assist with understanding intentions.
  - **C**ome from curiosity not judgment.
  - **T**ell what you observed as problematic in a factual manner.
  - **I**mpact exploration - ask for, and/or state, the potential impact of such a statement or action on others.
  - **O**wn your thoughts and feelings around the impact.
  - **N**ext steps - request appropriate action be taken.
- Chuang, Ganote, & Souza, 2016.