

XRPDX Interim Group Norms

- **All Settings:**
 - **Make clear requests** in order to be respectful of people's time
 - **Be accountable** for commitments you have made
 - In discussions **step up** to contribute **and step back** as appropriate to allow time for everyone to contribute to the discussion. Think about WAIT: "Why Am I Talking?"
 - **Share power** with others, we are a collaborative and do-it-together movement.
 - Integrate an **anti-oppressive lens** in all we do, following the leadership of frontline communities such as youth, indigenous and black people and people of color communities, disabled people, and so forth.
 - Show **respect for everyone's** experiences, perspectives and contributions. Cultivating admiration for, and finding value in each other, especially across differences
 - **Assume good intentions** on the part of others and **seek clarity**, even when you think you are sure about bad intentions.
 - **Tend to the impact** of your words and actions. Even when the impact was not your intention.
 - **Address challenges with respect and good intentions** for a resolution
 - When addressing challenges, **stick to observation rather than move to judgement**. Avoid finger pointing and use "I" statements rather than "you" statements
- **In Meetings:**
 - **Respect the time** set aside for agenda items. Also be flexible with the agenda to **make room for important conversations**.
 - Utilize a facilitator, a note-taker and a time-keeper, if possible
 - Take notes and share key decisions through coordinators and other appropriate channels
- **Online:**
 - **Double** your effort to **assume good intentions** on the part of others and **seek clarity** when unsure. Without face to face interaction miscommunications happen easily.
 - Double the effort to **tend to the impact** of your words.
 - If an interpersonal disagreement develops, use your best judgment to **move the conversation to a 1:1 forum**
 - **Do not insult, bait, or attack others online**. If you begin to engage in harmful rhetoric you will be asked to leave or be removed from the channel.

Communication Tools:

1. The ACK-SNAP-OUCH Model

- ACK -- SNAP -- OUCH guidelines
 - **Ack** - "I may have offended someone, I didn't mean to, I am sorry."
 - **Snap** - "I am not okay with how something was said. It is not personally offensive to me, but still I am not okay with it."
 - **Ouch** - "You offended me."

2. How to Use Observation over Judgment

- a. Hold back from judgment or evaluation. Say what you see, but not what you think of it.
- b. Don't jump from observation to judgment. Stick to the facts. Don't assume you know why someone did something that upset you.
- c. Examples:
 - i. Observation: "Jane is late to working group. Jane is late to a lot of working groups."
 - ii. Judgment: "Jane has no respect for the group."
- d. Choose words that are specific to your experience — not words that insinuate others' motivations or intentions
 - i. Examples:
 - 1. "I" sentence: "I feel a lack of respect for my time when you come late to working group."
 - 2. "You" sentence: "You are being disrespectful."

3. How to Seek Input to Resolve a Conflict:

- a. Give people the space and opportunity to provide new information through curiosity.
- b. Practice "reflect back." Say back what you heard or observed to be sure you actually understand what the person is saying without falling into judgment.
- c. Validate the perspectives of others. You do not have to agree with someone to validate their experience and perspective.
- d. Examples
 - i. Curious: "I believe we hold different beliefs about how to solve for this challenge. Can you tell me more about your perspective?"
 - ii. Validating: "I see how that could make you feel that way", "I feel differently but your perspective makes sense to me."
 - iii. Invalidating: "You don't care about my community and our values"

4. Ways to Provide Validation in Interpersonal Communication¹

- a. What is validation
 - i. Finding the kernel of truth in another person's perspective or situation; verifying the facts of a situation.
 - ii. Acknowledging that a person's emotions, thoughts, and behaviors have causes and are therefore understandable.
 - iii. Not necessarily agreeing with the other person.

¹ DBT Skills Training Handouts and Worksheets, Second Edition, by Marsha M. Linehan. Copyright 2015 by Marsha M. Linehan.

- iv. Not validating what is actually invalid.
- b. What is invalidation:
 - i. You are being ignored.
 - ii. You are being repeatedly misunderstood.
 - iii. You are being misread.
 - iv. You are being misinterpreted.
 - v. Important facts in your life are ignored or denied.
 - vi. You are receiving unequal treatment.
 - vii. You are being disbelieved when being truthful.
 - viii. Your private experiences are trivialized or denied.
- c. How to validate
 - i. Pay attention. Use active listening.
 - ii. Reflect back. Say back what you heard or observed to be sure you actually understand what the person is saying without falling into judgment.
 - iii. Acknowledge the validity. Show that you see that the person's thoughts, feelings, or actions are valid, given current reality and facts.
 - iv. Show equality. Don't "one-up" or "one-down" the other person. Treat the other as an equal, not as fragile or incompetent.
 - v. Be willing to admit mistakes. Be careful in giving advice or telling someone what to do if you are not asked to. Even then, remember you could be wrong.