

# April Courage

April marks our second month discussing Courage. This conversation should serve as a debrief from last month and set-up for the ongoing efforts in April and beyond.

Remember that we discussed the following concepts: Assume Positive Intent, Speak Up with CUS, and Inclusive Integrity. Below you can find an approach to the conversation.

## *Setting the Stage*

The conversation should be focused on how the team used the concepts to support Courage. Set the stage by reminding the team about the concepts we focused on over the past month and any tools you used.

## *Debriefing March*

Ask your staff about how they used the concepts over the past month and the impact of their behavior on Courage. Allow for examples to be shared from the team.

## *Setting up April*

Ask the team what they would like to do to start, stop, or continue with their behaviors or actions to continue their support for Courage.

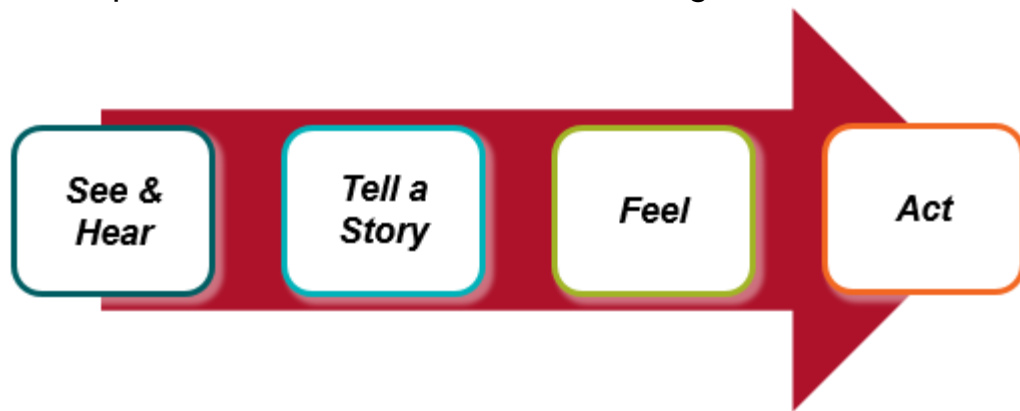
## *Using the Path to Action*

Empower team members to reflect on those situations where they may have acted on an assumption. Unpack the situation using the Path to Action (see next page). Use this tool as a way to pause when lower on the Mood Elevator and get Curious!

# April Courage

Over the past month we have used Assume Positive Intent, Speak Up with CUS, and Inclusive Integrity to have courageous conversations. Part of stepping into courageous conversations is recognizing when we might be telling ourselves stories about a situation or a person.

Below is a tool we can use to help us with applying our concepts - the Path to Action. In any given situation we see and hear things around us, which prompts us to tell a story to make sense of our observations. These stories happen quickly and are a natural part of our human experience, and these stories can be positive or negative. That story generates emotions that then prompts certain actions. We can use this tool to help us diagnose situations, apply our concepts, and have positive interactions with our colleagues, friends, and family.



When we find ourselves lower on the Mood Elevator, it is our signal that we should pause our Path to Action. Use the great questions below in that pause. These questions can be used in self-reflection, or in coaching conversations with your team:

1. What am I pretending not to notice about my role in the situation?
2. What do I actually know about the situation (not what I think I know)?
3. If you find yourself telling a story about someone, ask: Why would a reasonable, rational, and decent person do this?
4. How am I approaching this situation with empathy (rather than sympathy)?
5. What should I do right now to move toward what I really want?