

Lead by example, part one: Be thoughtful and pause to consider any comment made about a sensitive issue.

Lead by example, part two: Don't be afraid to bring up sensitive issues. That way, others will feel they can too.

HOW TO
LEAD

Open Conversations

Be sure all policies on inappropriate behavior and comments are clearly spelled out and that the staff has read them.

Do your homework. Study what research has said about certain demographics as a way to open a conversation in a thoughtful manner.