



Circle Up Education

**Conscious Conversations Cards**  
**Calling "IN" Tool**  
**PDF Companion**

Includes Conscious Conversations Cards

# Conscious Conversations™

## Practice With Your Team!

**The Conscious Conversations™ tool** is used as an **alternative to calling someone out** in the workplace when they experience a “questionable” verbal or non-verbal behavior. Calling people out is sometimes necessary and important when certain actions take place, however, the response to being called out often times leads to arguments, conflicts, and even violence in the workplace. “**Calling-In**” using the Conscious Conversations™ tool will help to reduce the potential for escalation of the incident and may even provide positive outcomes for both parties. This tool consist of **4 steps** that involve self-reflection and communication with the other person. It is **BEST** to have a Conscious Conversations™ during a one-on-one meeting and as soon as you possibly can after the incident occurs. Waiting to have the conversation may make it more difficult for both people to remember the details and lessons the impact of the practices. This tool can be used both in-person and via text/email conversations.



### How to introduce this tool to your team

1. Contact CircleUp Education and **schedule a Conscious Conversations™ training** for your staff! This is the best way to ensure that your team is trained and get to experience the details needed to successfully use the Conscious Conversations tool. Send us an email at [solutions@circleuped.org](mailto:solutions@circleuped.org) with your organizations name and your contact information and we can schedule a free assessment meeting.
2. Guide your team through a **mini training** using this handout! This is a great way for beginners to learn how to use the Conscious Conversations™ tool with their colleagues.
  - Review the steps of the Conscious Conversations™ with your team
  - Use a brief example to help you identify a questionable behavior that needs to be interrupted. You can model an example or use one of the verbal and non-verbal examples from [THIS](#) YouTube video. Ask them to choose one example to remember as they practice the tool later.
  - Have them practice requesting a Conscious Conversations™ for those who have not taken the training. (This is a great way to help remove the awkward barrier that can come with requesting a conversation)
  - Next have them practice **walking through the 4 steps** using the same or a similar example that they saw in the video. Make sure to give them the **ability to pause** and reflect on their next action with their partner while they are practicing. You can also ask them to think of an actual situation where they got called out or when they called someone out at work or in their personal lives as a means to practice the skill more deeply
  - Ask your team to reflect on a real situations that they experienced or witnessed when someone performed a questionable behavior. What would have occurred if they used this tool as an alternative to what actually happened? Would it have made a difference? Ask to reflect on this.
  - **Optional** - Have your team practice paraphrasing for facts using the sentence starters provided. Make sure to remind them that this is simple paraphrasing and to not add in any extra information or judgments at this point.
  - Lastly, ask them to keep practicing with each other to refine their skills. Also, let them know that step 4 happens only if they feel comfortable and prepared to have it. They may need to reach out for additional support to address the issue, which is totally fine as well.

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## Tips & Best Practices

### Requesting A Conscious Conversation™

It is always best to use Conscious Conversations **IMMEDIATELY AFTER THE ACTION OR BEHAVIOR OCCURS**, however, sometimes that may not be possible. Below are some sentence starters to help you ask for a Conscious Conversation™.

**NOTE - Make sure to highlight the time period or circumstance that occurred prior to engaging in a Conscious Conversation™. This will help the other person better recall the situation that you referencing.**

#### If the person **HAS TAKEN** the Conscious Conversations™ Training:

1. “I was wondering if we could have a Conscious Conversation™ about something I observed the other day and needed some clarity on? Do you have a moment? *When I passed you in the hall two days ago...*”(Continue with STEP 2 of the conversation)
2. “Can we schedule a time to have a Conscious Conversation™? I wanted to get some clarity about something I heard/saw you do *after work on Monday* and wanted to check in with you...” (Continue with STEP 2 of the conversation)
3. “Hi \_\_\_\_\_! Are you free to have a quick Conscious Conversation™? I just wanted to get some clarity around something that you said/did *during our staff meeting* the other day that has been on my mind...” (Continue with STEP 2 of the conversation)

#### If the person **HAS NOT TAKEN** the Conscious Conversations™ Training:

1. “I was wondering if we could have a quick conversation about something I observed *during our check in conversation last Thursday* and needed some clarity on. Do you have a moment? The other day...”(Continue with STEP 2 of the conversation)
2. “Can we schedule a time to have a brief check-in? I wanted to get some clarity about something I heard/saw you do *two weeks ago during lunch* and wanted to chat about this to prevent any misunderstandings...” (Continue with STEP 2 of the conversation)
3. “Hi \_\_\_\_\_! Are you free to talk right now? Something came up *yesterday* that I was a bit confused on and I would like to talk about...” (Continue with STEP 2 of the conversation)
4. “Remember that conversation we had *during the training last Tuesday about \_\_\_\_\_*?” (continue with STEP 2 of the conversation)
5. “I think there was a misunderstanding *during our email exchange about \_\_\_\_\_ last week* that I wanted to chat with you about. In your message...” (Continue with STEP 2 of the conversation)
6. “Do you have a moment to chat with me? *Last week when you greeted me in the parking lot...*” (Continue with STEP 2 of the conversation)

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## Tips & Best Practices

### Self Reflection | Reflection Questions - Before Step 1

1. When I unconsciously and unintentionally discriminate against others, how do I hope they will respond to me? How can I give that to this person who may be doing the same thing right now?
2. Are their power dynamics that might impact me negatively if I continue with the Conscious Conversation with this individual?
3. Is there someone I can practice with first before having the conversation to help me role play my possible response?

### Paraphrasing | Sentence Starters - During Step 3

1. "Let me make sure I understand what you are saying..."
2. "So what you are trying to say is..."
3. "It seems like you meant \_\_\_\_\_ when you said/did \_\_\_\_\_..."
4. "Let make sure I am clear about what you just said..."
5. "Let me capture the main points you just said so I can ensure that I understand what you mean..."
6. "Let me repeat what you said really quickly..."
7. "So when you said/did \_\_\_\_\_ your intention was to \_\_\_\_\_." Did I get that right?
8. "What I hear you saying is that you said/did \_\_\_\_\_ because you \_\_\_\_\_..."
9. "Ah, ok! So when you said/did \_\_\_\_\_ it was actually because of \_\_\_\_\_. Does that sound about right to you?"
10. "I hear you saying that you said/did \_\_\_\_\_ because you \_\_\_\_\_..."