

# WE ARE THE COMMUNITY OF CARE

*We're doing this together!*

## Keys to CAREfronting Others



### CURIOSITY

- ▶ Is this intentional...or not?
- ▶ Seek first to understand, then to be understood
- ▶ See situation from their perspective using empathy, humble inquiry
- ▶ Be mindful of non-verbal communication
- ▶ Take a nonthreatening stance with your body at an angle to the person and your empty hands at your sides in plain sight
- ▶ Maintain calm demeanor and steady, level voice, even in the face of intense verbal disrespect
- ▶ Communicate using simple direct language – speak softly
- ▶ Active listening/open-ended questions



### AUTHENTICITY

- ▶ "I" messages rather than "you" messages, what I hear you saying...
- ▶ Practice empathy and suspend judgment
- ▶ Identify points of agreement (this happened, I would feel that way too)
- ▶ Acknowledge their emotional condition – confirming legitimacy of emotion not behavior ("you're really angry, and I want to understand why")
- ▶ Do not personalize – stay calm
- ▶ Come from a place of compassion, engaging with others about why they don't like wearing masks or practicing social distancing. "I don't like wearing a mask. I find it uncomfortable. It's a constant reminder that I'm living in a pandemic, which I'd rather forget."



### RESPOND VS REACT

- ▶ Give yourself a couple of seconds, let the first impulse pass, and speak tactically. Everything that comes out of your mouth should serve the singular purpose of calming this person down (throw what you want to say out the window)
- ▶ Set limits ("I want you to sit down before we continue" or "We can talk, but only if you stop swearing")
- ▶ Keep responses respectful



### ENVIRONMENT

- ▶ Be mindful of physical location – move to a private/quieter area
- ▶ Create a safe setting, do not block escape routes
- ▶ Facilitate environment of safety and openness ... it's only when someone feels safe to say what they think and feel that they can start to get out of their current narrative, which allows them to explore other options

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## CONVERSATION STARTERS

- ▶ **Gentle nudge** - "Wearing a mask protects you and others."
- ▶ **Defer to external authority** - "Aims mandates mask-wearing for everyone so let's follow the rules."
- ▶ **Special request** - "Excuse me, I have some family with health concerns, could you put on a mask or give me additional space?"
- ▶ **Reflect back** - "I understand you don't wish to wear a mask, but I'm concerned about my health. I would appreciate it if you wear a mask or remain so many feet away from me when we talk."
- ▶ **Appeal to common values/experiences** - Perhaps you know people in common who are particularly at risk for contracting the disease.
- ▶ **Ask for compromise** - "Maybe I'm overreacting, but humor me - I'd rather be safe than sorry."
- ▶ **Voice feelings assertively/kindly** - "I'm not ready for hugs yet, but I am so happy to see you" or "it would really make me feel better if you had your mask on or if we could continue this conversation at a further distance."

## REMOVE THE MASK OF IMPLICIT BIAS

Implicit or unconscious bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. Each of us has some personal collection of unconscious biases gathered over time from our families, from our culture, from our socialization, from our experiences and from the media. And when we are in a state of distress, this is one of the prime times that our normally careful thought processes are disrupted by unconscious bias.

*Assata Zerai | Vice President For Equity And Inclusion, T. (n.d.).*

*OPINION: Wearing a mask can incite bias against people of color. Retrieved July 30, 2020, from <https://www.abqjournal.com/1455881/wearing-a-mask-can-incite-bias-against-people-of-color.html>*

## POTENTIAL CONSEQUENCES

- ▶ Warning
- ▶ Class removal
- ▶ Referral to College disciplinary process

## STUDENT CODE OF CONDUCT

Code C.2(g): *Failing to comply with health guidelines as directed by the College, public health officials, or ordinance of a municipality or county or any Executive Order of the President of the United States or Governor of the State of Colorado.*

## RESOURCES

- ▶ Dean of Students (970) 378-3576 or [deanofstudents@aims.edu](mailto:deanofstudents@aims.edu)
- ▶ To file a CARE or other report: [www.aims.edu/student/conduct/](http://www.aims.edu/student/conduct/)
- ▶ Security
  - o Greeley Campus: (970) 539-2171
  - o Loveland: (970) 518-5137
  - o Fort Lupton: (303) 591-3164
  - o Windsor: (970) 744-0322 or (970) 339-6544