* **Speaking:**
  + Refrain from using words and images that reinforce stereotypes.
  + Address and introduce people equitably. For example, do not refer to a man by his last name and a woman by her first name.
  + Keep your language simple when dealing with people for whom English is not their first language.
  + Learn which words are likely to offend. *(exploring taboo subjects).*
* **Asking for information:**
  + Ask people how they wish to be referred to rather than shortening or Anglicizing their names. *(contracting).* Make sure you are pronouncing the names correctly.
  + Volunteer information about yourself as appropriate. Do not expect other people to talk about their backgrounds, culture or lifestyle if you do not talk openly about your own. *(showing vulnerability).*
* **Adjusting Your Way of Speaking:**
  + When giving examples involving people, use a variety of names and circumstances.
  + Notice the images or analogies you and other people tend to use. Which ones refer to activities with which people of diverse cultural backgrounds might not be familiar? *(Tuning in to Others).*
  + When talking to someone, adjust yourself to that person's eye and ear/hearing level. *(Tuning in to Others).*
  + Apply the 80/20 rule. 80% of communication breakdown has cultural roots; 20% or less is personal.
* **Listening:**
  + Listen attentively to other people's stories for information that may not be expressed directly. *(responding to indirect cues, focused listening).*
  + Listen carefully if you are having difficulty understanding someone; clarify to ensure you heard correctly.
  + Pay attention to your body language. It can communicate a lot about your interest in what another person is saying.
* **Problem Solving:**
* If you are having communication difficulties with another person, stop and assess what interferences or "static" may be getting in the way. *(Tune in to Self and Others, obtain reflective supervision).*
* Find alternative ways to solve issues. Be open to new and different ideas. *(finding exceptions to the problem, exploring past successes, check for underlying ambivalence, reaching for feelings, acknowledging feelings, articulating feelings).*
* Learn to work together to arrive at a common understanding of the problem and ways to resolve it. *(finding exceptions to the problem,*
* *exploring past successes, check for underlying ambivalence, reaching for feelings, acknowledging feelings, articulating feelings).*
* **Observation:**
* Observe silence or the absence of it in conversations, group gatherings or meetings. Try to respect silence and not immediately fill the silence with words. *(containment).*
* Notice the presence or absence of diversity in any group you are in and think how it could be different.
* Think about how people advance at your agency.
* **Checking/Assessing:**
  + You may decide to pre-test humor on someone who knows the culture or group regarding sensitive topics. *(reaching for feelings).*
  + Check with people who have physical challenges before offering to help (*e.g.*, by opening a door or pushing their wheelchair). *(reaching for feedback).*