



Facilitator Guide

StoryCast Part 1 Description

"I Just Smiled and Said Hello," focuses on the experience of a father's daughter, who encountered anti-Asian racism by a fellow traveler at the beginning of the COVID-19 global pandemic. Both father and daughter offer a unique perspective based on their personal experience. Participants will be encouraged to develop ways to understand potential racial inequality, its inherent challenges, and how to embrace diversity, equity and inclusion both publicly and privately, through new and different lenses.

Objectives

Participants will be challenged to:

- Begin new dialogues on issues that may face people in the workplace and in the community
- Learn how to be courageous (*as we listen to Ben's and Michelle's story and others sharing within their debrief discussions*) and lead from where you are
- Explore and discuss ways to support your organization's efforts to build a more inclusive workplace

Target Audience

This program is intended for groups, organizations and people interested in building inclusive communities through dialogue and discussion.

Tips for Facilitating

As a facilitator, your role is to encourage discussion. Considering the opinions and points of view presented in this presentation, focus discussion on those conversations and thoughts that affect inclusion, respect, and valuing others. To best facilitate the discussion, **carefully review the video and prepared materials in advance of presentation.**

Guidelines:

- Review all presentation materials and the video in advance of your session.
- As you begin the session, establish ground rules for sharing (**see *Ground Rules Samples***).
- Stress the need to be respectful of others.
- Set expectations for the session by sharing the objectives (**see *Objective Section above***) and agenda.
- Actively manage time to allow sufficient discussion of the topics highlighted in the video.
- You may encounter off topic comments in your session. Prepare to steer the conversation back on topic. An example of something you could say might be “***That is an interesting comment. Let’s discuss it further after the session to allow time to cover discussion items more directly related to the video.***”
- At the conclusion of the session, thank everyone for their participation.

Materials and Equipment Needed

Presentation: “*I Just Smiled and Said Hello*”

Click on link: [I Just Smiled and Said Hello](#)

Wi-Fi or data connection is needed to view video

Laptop with Video Screen for showing video via virtual platform (*i.e., Skype or Microsoft Teams Applications*)

Facilitator Guide

Participant Booklet

PowerPoint Presentation

Time Requirements

Skype or Teams Meeting Log-in Preparation: 5 - 10 minutes

Video: 9:55 minute runtime

Discussion Time: 30 - 40 minutes

Presentation

Introducing the Program

Welcome participants. Explain that the story they are about to hear focuses on courage and inclusion. Courage is to check in with our values, weigh the options, be brave, and do what is right. Courage is to live your values consistently. Inclusion is to create a space where all people feel seen, heard, and valued. Throughout the COVID-19 pandemic some individuals, particularly those from East Asian backgrounds, experienced racism and xenophobia (*disliked or prejudice against people from other countries*). At the wake of COVID-19, Ben, and his daughter, Michelle, share their experiences on racism, parenting, and hope. This story focuses on courage, being brave every day, and finding ways to connect to the sense of caring and concern of others.

Tell the group that you will be asking questions following the video.

Provide Sample Ground Rules for Clips Discussion

Facilitators, encourage people to be involved as active listeners and participants. No one else knows a person's thoughts and experiences as well as that person. Suggested ground rules are below. The bracketed portions are optional, so, feel free to include or not.

- | | |
|-------------|---|
| Participate | I encourage you to participate. [You will find you will get more out of the program, likely, enjoy it more and hopefully, even have a little fun.] <i>Note to Facilitator: give advance notice that you will be calling on co-workers by name to ensure you have their attention and to avoid embarrassing co-workers.</i> |
| Respect | We expect everyone to be respectful. [Not everyone may agree with each other, but when we are respectful, we live up to Ameren values. With respect, we establish, maintain and even improve the way we relate to one another.] |
| Open | We hope you will be open. |
| Educate | We're here to learn and to inform, but we are all students of diversity. [Some may not have any experience participating in discussions of this nature or on these topics. And some may not have done so in a work environment. So, we expect understanding as we learn how to talk about these issues, because some of us may not feel we have the "right" words to share our thoughts.] |
| Share | Sharing our experiences, respectfully, can help us connect with each other. Doing so, also can help us build trust. |

As you ask questions, remember to allow people time to think before they respond. Do not jump in too quickly with your own answers. The role of the facilitator is to generate discussion. Ideally, you will be neutral and not share your perspective.

Group Discussion

For large audiences (more than 10-12 people), consider dividing into smaller groups to discuss questions. Key points from each small group can be shared with the larger group and captured on the flip chart at the conclusion of their discussion

Discussion Questions

1. Please use one or two words to describe how listening to this story made you feel? Did anything surprise you and if so, what?

Possible Answers:

- **Frustrated** (that we are still having these types of discussions in 2020).
 - **Tension** (political divides can add to the difficulty of these conversations).
 - **Better understanding or lack of understanding** (to co-workers who may or may not have the same understanding or perspective).
 - **Empathy** (to acknowledge someone's pain while feeling for them as human beings even when we may not necessarily agree or understand them).
2. Michelle reflected on being the only Asian American in the TSA line and how the comment "*we have to wash our hands and sanitize everything*" made her feel. Have you ever experienced a situation where you were the only one of any particular group? How did you feel and did it impact your behavior? If you haven't had the experience of being the only one of any particular group, how would you respond in a situation like Michelle's?

Possible Answers:

- Answers will vary based on personal experience.
3. Ben suggested "*for everyone to slow down before making judgements [and to] give the other person the benefit of the doubt.*" Please share a time when you had to put aside your own viewpoint to see things from another person's point of view. What did you learn from that experience?

Possible Feedback:

- I realized the person was bit unkind, stubborn, or even unreasonable based upon his/her own perspective and own experience.
 - I learned other people are reacting to the situation based on their personal experience or knowledge.
 - I learned people have different opinions from my own.
4. Michelle participated in a project to bring awareness around her personal experience of xenophobia to courageously shift her from inaction to action. (*Xenophobia is disliking or prejudging against people from other countries*). Reflect on a past experience when you **may not** have taken action to address a challenge. What held you back or prevented you from taking action? What impact did it have on you?

Possible Answers:

- I was afraid.
- I did not know what to do or say.
- I didn't want to risk being judged negatively by others.

Review Objectives

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Closing Comments

Conclude the session by sharing your organization's or group's policy statement or position on diversity. Be sure to thank the participants for their contributions to discussions and for their time.

Survey

Please take a few minutes to complete a brief survey on *The Courage to Live Your Values* video series:

Click on link: <https://www.surveymonkey.com/r/DiscussionsAcrossDifferences2020>

Let's keep the dialogue going.