

**Ameren's Inclusion Cruiser On The Road**  
with the story of  
**The Courage to Say The First Word**

**Facilitator's Guide**

## Description

*The Courage to Say the First Word:* The scariest moment is always just before we start. Courage is the first step that allows us to act despite our fears. Courage gives us the ability to put aside our fear of the unknown and take the first steps or say the first word. This media clip challenges participants to call upon their courage when having uncomfortable conversations and the impact of saying the first word. Even in times when it is hard to stand up for what is right, the power of conversation can lead to necessary change. We may be surprised after speaking up, that others harbored similar feelings about the situation. Sometimes all that is missing to incite transformation is the courage to say the first word.

## Objectives

This video is intended to build awareness of diversity and inclusion by encouraging discussions about:

- To distinguish between confidence and courage.
- To recognize how leaning into discomfort can open the door to courage.
- To recognize when speaking up in certain situations, can help promote awareness and inspire others.
- To understand that our actions/or our failure to act can have effects that last a lifetime.

## 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 video, 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 on page 3***).
- 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**

Video: "The Courage to Say the First Word"

Click on link: [The Courage to Say the First Word](#)

*Wi-Fi or data connection is needed to view video*

Laptop with Video Screen, or Room with Projector and Screen for showing video

Facilitator Guide

Participant Booklet

## **Time Requirements**

Room Set-Up: 5 minutes

Video: 7:10 minute runtime

Discussion Time: 30 - 40 minutes

## Presentation

### Introducing the Program

Welcome participants. Explain that the story they are about to view focuses on the courage to say the first word in order to help build a more inclusive community. It highlights the courage of Ameren's co-worker David, a Hydro Plant Technician and Diversity and Inclusion Ambassador in Keokuk, Iowa, who stood up and spoke up in a situation that was adversely affecting a young man in his community. Even though it was intimidating to challenge the ideas of someone well respected, David leaned into his discomfort to have a crucial conversation with his Pastor. In this video, David discusses how he overcame his fears and the consequential outcomes that occurred as a result of having the courage to say the first word.

Give advanced notice that there will be questions following the video for discussion and learning.

### 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.]
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.

❖ **View Video (Run Time: 7:10)**

❖ **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. What were some of the lessons that can be taken away from this video?

### Possible Answers:

- It can be frightening to stand up and speak out when someone is being bullied, but the effects from having the courage to do so can last a lifetime.
  - Even if we perceive someone to be more respected, more powerful, or more educated than us we should still say something if that person is partaking in or condoning behavior that is parallel to bullying.
2. David said that he's naturally a shy person, not inclined to speak up, but that his mother taught him that he needed to get past those feelings in order to be a source of positive change for others who were being bullied. Reflect on a past experience when you had to speak up for others? How did you approach the situation?

### Possible Answers:

- Sometimes, we must 'act' as though we have more courage than we really do...in order to find the courage we need. To *act* like the person we want to be.
  - Admitting - and overcoming – the initial fear and doubt are essential first steps in meeting any challenge.
3. Mark stated we often equate courage with heroes with the extraordinary gesture but that heroes, people who act with courage, are often closer and quieter than that. What are some key takeaways from this comment?

### Possible Feedback:

- It's when we step up, speak up, and, with dignity and respect, enter into dialog with others. It's about being instruments for the well-being of individuals, and our communities.
  - Speaking up can be frightening. It can go against our natural tendencies. What if we fail? But what if we succeed?
  - Standing up can be intimidating. We may perceive that we are the only one who feels the way we do. That makes standing up and speaking out even scarier. However, it is a brave thing to do and can have lasting effects.
4. If David didn't speak up and had the conversation with his Pastor, what do you think the consequences would have been to Walter, to David, and to the community?

### Possible Answers:

- This experience may have negatively shaped Walter's perception of feeling accepted if David hadn't spoken up.

- Because David did speak up, this may have acted as a learning experience for other church members about the importance of accepting everyone, even if they do not appear to be similar to ourselves.
- If David hadn't spoken up, the preacher and other members of the church may have continued to demonstrate racial bias.

## Review Objectives

- To distinguish between confidence and courage.
- To recognize how leaning into discomfort can open the door to courage.
- To recognize when speaking up in certain situations, can help promote awareness and inspire others.
- To understand that our actions/or our failure to act can have effects that last a lifetime.

## 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 Be All In* video series:  
Click on link: <https://www.surveymonkey.com/r/2018DiscussionsAcrossDifferences>

***Let's keep the dialogue going.***