

**Ameren's Inclusion Cruiser On The Road**  
with the story of  
**Caring Comes From Courage**

**Facilitator's Guide**

## Description:

"Caring Comes From Courage," focuses on situations that often call for enhanced sensitivity and awareness to those who are 'different' from us. It encourages empathy, connection, and action to bridge gaps. Participants are encouraged to examine their values to advocate for others in pursuit of a true understanding of diversity and inclusion.

## Objectives

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

- To recognize fear is a natural response to the unknown.
- To learn to speak up when necessary.
- To understand that our actions or inactions 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***).
- 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: "Caring Comes From Courage"

Click on link: ([Caring Comes From Courage](#))

*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

PowerPoint Presentation

## Time Requirements

Room Set-Up: 5 minutes

Video: 7:17 minute runtime

Discussion Time: 30 - 40 minutes

## Presentation

### Introducing the Program

Welcome participants. Explain that the story they are about to view focuses on situations that may call for examining our values and to act with empathy and compassion to build an inclusive community. It features Rachael, who shares her story involving her neighbor and friend, Julian (Tevis), who lives life with Autism Spectrum Disorder (ASD). Rachel shares how she helped remove barriers by working with Julian and others to reduce his challenges resulting from ASD.

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 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 another question. The role of the facilitator is to generate discussion. Ideally, you will be neutral and not share your perspective. You are "Switzerland".

**View Video (Run Time: 7:17)**

**❖ 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. Rachael stated her friend needed her support so she approached the incident by responding, asking questions and listening for understanding. How can we approach a tense situation while still being aligned with your organization's and personal values?

**Possible Feedback:**

- Don't personalize the situation: look at the situation objectively.
  - Empathize and offer support.
  - Strategize with team members about what might be done to remove obstacles.
2. Rachael talked about one of Ameren values: Integrity. Think of your organization's core values. Where does Integrity fall on that list (if it does)? Share with a partner a time when you demonstrated integrity.

**Possible Topics:**

- Keeping promises and commitments even if it takes extra effort.
  - Showing respect to co-workers with appropriate conversation and empathy.
  - If you make a mistake on a project, you own up to your mistake.
3. Rachael stated that often times, "*we think of Integrity as doing the right thing when nobody is looking. But it's also doing the right thing when everyone is watching.*" When have you (or a co-worker) stepped up when everyone was watching? What was the outcome?

**Possible Topics:**

- Stepping back and assessing how your behavior and your actions change
- Hit the pause button when you hear a stereotype comment.

## 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/2019DiscussionsAcrossDifferences>

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