

SON Action Group: Navigating Discussions with Diverse Perspectives



HEALS Model



Halt the discussion

- Pause to consider the comment.
- Ask for clarification.
- Express appreciation for raising the issue.
- Focus on the idea.
- Deconstruct the comment without placing the individual on the defensive.



Engage with the issue

- Self-check, check the room/virtual room, look for body language, listen for tone → How are others responding?
- Discuss the issue in a non-judgmental, respectful manner.



Allow exchange of opinions, stories, perspective, and reactions

- Let others express their thoughts, beliefs, feelings, and opinions.



Learn - listen deeply to one another

- What can we learn from one another's experiences or observations?
- Even with conflict, there can be a positive take-away → gain perspective and understanding for views and beliefs that challenge our own.