

THE WHOLE THING, IN ONE LINE

Everybody is that person to someone.

*Treat others as you would want **that person** treated.
Not even just yourself.*

Be curious, not judgmental.

The moment empathy stops.

Every decision comes out of what you know — and what you know comes from three places:

- **Formal education**
- **Personal experience**
- **Outside influence**

Nobody has the same three. So there's only one way into somebody else's shoes: **ask questions.**

Win, or learn.

You can't do both.

The goal of a **conversation** is to listen and learn.

The goal of a **debate** is to win.

Push, and people push back. Pull on the rope, and they pull back. **Every time.**

The only way to get somebody to your side is to go to theirs.

Put it down. Calm down.

Then go talk.

1

PUT IT DOWN

2

CALM DOWN

3

TALK

Face to face is best. A call works. **FaceTime is better.** Working it out over text does not count.

*"That makes me uncomfortable." — **Good. That's a growth moment, not something to run from.***

You don't see the hurt.

What makes it easy is what makes it dangerous.

In person you know a joke went too far — **the person's crying.** Online, you don't. You never see the reaction.

Would I want this on a billboard for everybody to see?

No? **Then don't send it to somebody else.**

Ten seconds.

If you say something, it typically stops within ten seconds of it happening.

- **Tell somebody.** • **Step in.** • **Don't laugh.** • **Support the person being targeted.**
 - If you do step in: **stay calm** and talk *quieter* · allow space · stand at an angle · hands out · never turn your back · don't point or stare anybody down
 - **Ask why.** "This person's really upset — what's happening?" Then offer something else that would solve it.
- If it's physical or about to be, get an adult.** Walking over is for the ten seconds before that.

Just because it's the way it's always been done doesn't mean it's the best way.

The only way to change it is **action and education.** — *And to that I say, bananas.*