

| Action | Sample Language |
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| Directly address specific norm violation | <p>“Because we want to maintain an open and collaborative dialogue, it is critical that we [insert specific norm/theme].”</p> <p>“How might we rephrase this statement, to ensure that we are [insert specific norm/theme?”</p> <p>“Let’s pause for a minute, before we move forward, I just want to remind us of our norms.”</p> |
| Remind students of agreed upon norms | <p>“Let’s remember that at the beginning of the course we all agreed to ____.”</p> <p>“To keep the conversation productive, let’s make sure to [insert theme, or specific norm].”</p> |
| Emphasize group accountability | <p>“To maintain our agreed upon class climate, how might we...?”</p> <p>“Let’s remember to push each other to uphold our standards.”</p> |
| Help student rephrase or rephrase for them | <p>“How might you rephrase your point to address the content?”</p> |
| Seek clarification | <p>“What I think I hear you saying, ...”</p> <p>“I think your point was ____, is that right?”</p> <p>“Can you restate what you’re trying to say?”</p> |
| Offer students post-class debrief sessions and additional resources | <p>“I think there may be some lingering feelings in the room. I encourage you to meet with me to discuss this issue further.”</p> <p>“I know that today’s conversation was particularly challenging, so I encourage you to...”</p> |