

Structuring Courageous Conversations

Knowing exactly what to say when facing a discriminatory situation takes practice. To help ensure your intervention remains constructive and doesn't get derailed, follow the Confirm-Inform-Transform format.

Confirm-Inform-Transform is an easy way of remembering how to frame your calling-in conversations so that they are both transformative and relationship preserving.

Step	Details	Examples
Confirm	Make sure you have the facts. Ask for clarification. Approach with curiosity. Listen without judgement.	I want to make sure I understand what you mean, can you repeat it? Did you mean...?
Inform	Identify the mistake Describe the impact. Share new information or perspective without condescension or attachment. Use I statements.	Are you aware... Did you know... I've had a different experience... This is what I've learned...
Transform	Appeal to a common vision or sense of responsibility. Invite/nudge the person to act.	We have a responsibility... Let's work on this together... Let's keep talking about this...