**Encourage**
- Share your online etiquette policy in the syllabus
- Develop engaging discussion topics
- Role model empathic communication skills

**Sustain**
- Remind students frequently
- Check discussion posts regularly for concerns
- Have a game plan for how to deal with those who blatantly disrespect others

**Demystify Academia**
- Explain what is being studied, how, and why
- Treat students as co-learners and co-teachers
- Encourage thoughtful listening

**Ask**
- Are all students encouraged to participate in difficult conversations?
- Are students listening and responsive to each other?
- Is everyone's opinion respected?

**Avoid**
- Dismissing ideas different from yours
- Belittling, shaming, or singling out students
- Deleting offensive posts, instead hide for future reference

**Resources**
- Facilitating Difficult Conversations
- Difficult Dialogues
- UTEP's Office of Student Conduct and Conflict Resolution

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Students should be encouraged to practice articulating their ideas and convictions. As faculty, our responsibility is to show empathy and build an equitable environment where all voices can be heard.

Click this link to view the Grab-N-Go video