





## **THE POINT MADE METHOD™**

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- 
- P** - PAUSE
  - O** - ONLY IF
  - I** - INQUIRE
  - N** - NAME THE THING SAID OR DONE
  - T** - TELL THE IMPACT
  
  - M** - MAYBE
  - A** - ACKNOWLEDGE & APOLOGIZE
  - D** - DO BETTER
  - E** - EDUCATE YOURSELF

# 1

## CONTEXT

Two colleagues, who are in their late 30s and in management roles, are in a meeting discussing who on staff they want to ask to lead an upcoming new project.

Jennifer: Noah has been asking to take on more responsibility. Why don't we assign this to him?

Mike: What? No way. He, like, just graduated. We need a grownup to do it.

## QUESTION

How do you handle this? One person should play the role of Jennifer. One person should play the role of Mike.

# 2

## CONTEXT

During a team meeting over Zoom, your colleague Sameer is giving a presentation on the status of an ongoing project.

David: *Sameer, your accent is so heavy. I'm having a hard time understanding you.*

Susie: *I can't understand you either. Maybe we should turn on closed captioning to translate.*

## QUESTION

How do you handle this? One person should play David or Susie. One person should play the role of Sameer or a colleague who has witnessed this.

# 3

## CONTEXT

Team members are planning the agenda for a series of meetings and networking events with partners in an office in Europe.

*Julie: I just want to let you all know that I'd like to keep my personal life private during all the social stuff we'll be doing. I'm not going to be mentioning my wife.*

*Kathy: What?! That's crazy. You need to set an example. You need to tell them you're married to a woman. And if they have a problem with that ... Well, that's THEIR problem.*

## QUESTION

How do you handle this? One person should play the role of Julie. One person should play the role of Kathy.

# 4

## CONTEXT

A director is meeting with his assistant about his schedule for the next couple of months.

*Kevin (assistant): We're going to have an official presence at next month's Pride parade. The planning committee has asked if you can attend.*

*Michael (director): I'm really glad to hear we're having a presence this year. So important! I probably won't go, though. It doesn't really have anything to do with me.*

## QUESTION

How do you handle this? One person should play the role of Kevin. One person should play the role of Michael.

# 5

## CONTEXT

A small committee is brainstorming some ideas for a team building activity.

*Lina: How about a 3-legged race?!*

*Alex: Oooh, that's a good idea! Or let's bring in one of those adjustable basketball goals and do a dunking contest!*

## QUESTION

How do you handle this? One person should play the role of either Lina or Alex. One person should play the role of a colleague who hears the conversation.

# 6

## CONTEXT

It's lunchtime in the cafeteria and your colleague Miko has heated up leftovers in the microwave. Two coworkers walk in and one of them comments on what she smells.

*Becky: Whew! That ethnic food really smells up the entire place.*

## QUESTION

How do you handle this? One person should play Becky. One person should play the role of Miko or the coworker who Becky walked in with.

# 7

## CONTEXT

An event is being planned and the organizing committee is meeting to talk about the venue.

*Sara: We need to make sure they have either single-stall or gender-neutral restrooms.*

*Gina: Oh, come on. Why can't people just use the normal bathrooms?*

## QUESTION

How do you handle this? One person should play the role of Sara. One person should play the role of Gina.

# 8

## CONTEXT

Team members are discussing how to redistribute tasks when a colleague goes on maternity leave.

*Susan: I don't mind taking this on until Beth gets back.*

*Mike: Well, I think you should get used to doing it because, even when Beth gets back, I doubt she'll be performing at the same level after having a baby.*

## QUESTION

How do you handle this? One person should play the role of Susan. One person should play the role of Mike.

# 9

## CONTEXT

Two colleagues, who are in their 20s, are talking about a coworker, who is in her 50s.

*Dylan: Sorry I'm late. I was helping Vicky figure out something with her computer.*

*Emma: Again? Wow. I had to help her last week. She just can't keep up. Sometimes, I wish I could say to her, "Um, maybe it's time to retire."*

## QUESTION

How do you handle this? One person should play the role of Jennifer. One person should play the role of Mike.

# 10

## CONTEXT

Two colleagues are in a meeting and receive an email from one of their other team members, a mom who needs to shut down early for the day to take her daughter to the dentist.

*Mark: Did you see this email that just came in from Gina? Why does she get to cut out early all the time and we always have to pick up the slack?*

## QUESTION

How do you handle this? One person should play Mark. One person should play the role of the colleague Mark has just made this comment to.

# 11

## CONTEXT

Your new manager keeps confusing two African American colleagues. After the third time of no one correcting him...

*Tim: (looking at and intending to address Lenny): Andre, did you get that chart ready that we talked about?*

## QUESTION

How do you handle this? One person should play the role of Lenny or a colleague who has witnessed this. One person should play the role of Tim.

# 12

## CONTEXT

It's a new coworker's first day on the job. During an all-staff meeting, she introduces herself and another one of your co-workers has difficulty pronouncing her name.

*Yukiko: Hi. I'm Yukiko.*

*Don: Say what, now? Um, I'm not sure I can pronounce that. How 'bout I call you... 'Kiki'?*

## QUESTION

How do you handle this? One person should play the role of Yukiko or a colleague who is witness to this comment. One person should play the role of Don.

**CONTEXT**

Email invitation to a party following a golf tournament: "19th Hole Party! Bring the wife and kids!"

*Trevor: Hey, did you see this email about the golf tournament and the part about bringing wives and kids? I don't think that's cool. It doesn't apply to everybody.*

*Jonah: Dude, it's not a big deal. Everybody will know what they mean.*

**QUESTION**

How do you handle this? One person should play the role of Trevor. One person should play the role of Jonah.