

Avoid creating “out” individuals or groups to blame for problems. Be aware of your own feelings and needs.

Reject symbols that scapegoat

Understand and respect difference

Cooperate

Find ways to solve the problem
together with the “out” group

Create belonging across difference

Create and publicise messages in
the media (including social media)
which say we all belong

Make change together

Build mass movements together.

Create structures for this to
happen

No one is a victim

Accept responsibility

When bad things have happened in the past, apologize and learn from that