

**After reading the book,  
*Reversing the Ostrich Approach to Diversity: Pulling your head out of the sand,*  
complete the chapter exercises with your small groups.**

**Have Fun!**

**Chapter 2: Stop Walking on Eggshells: Define and use "good" confrontation**



- 1. Consider the delicate act of walking on eggshells. Choose and describe a related problem that your department currently faces.**

- 2. Select and record key ideas from Chapter 2 that explain the situation.**

- 3. Select and record 5 action steps that move the situation toward resolution. You can choose action steps from the book or create your own.**