

Discussion Questions for Upstander Videos

Available to view at <http://www.starbucks.com/upstanders>

Chad Houser, Episode 1: “Knives, Fire and Opportunity”

Chad Houser quit his job as the executive chef at a hot Dallas eatery and risked his career to open a restaurant staffed almost exclusively by former juvenile detention inmates.

Educators

1. Discuss the role of compassion in Chad Houser's work.
2. What is recidivism? Discuss how interventions like Cafe Momentum and other social supports affect rates of recidivism for juvenile offenders.
3. In the video, Chad talks about his fear of failure working with a high risk population. How did he overcome those fears and find success? What are some fears you have about solving issues in your community? How can you navigate these fears to find success?
4. What could be wrong with the "lock them up and throw away the key" mentality when considering juvenile offenders? What is Chad doing to change this mentality?
5. What are some of the ways Cafe Momentum creates a positive cycle of change for juvenile offenders and for society?

Citizen Changemakers

1. How does your community deal with juvenile offenders? What are some ways your community can support the rehabilitation of juvenile offenders and reduce recidivism?
2. In the film, Chad says "Why am I waiting for someone else to do something?" What is one issue in your community you are waiting for someone else to address? How might you become an Upstander for this issue?
3. How can juveniles recently released from detention centers overcome the structural and societal barriers they will inevitably face? How can communities better support their transition?
4. How could you, whatever your issue or organization is, connect with juvenile offenders and provide programs that help them reintegrate into the community? How can juvenile offenders become an asset to your work?
5. What does true rehabilitation look like? What changes are required in both our culture and public policy to achieve this goal?



Discussion Questions for Upstander Videos

Available to view at <http://www.starbucks.com/upstanders>

Kyle Buckett, Episode 2: “The Wave to Recovery”

Navy SEALs Alex West and Kyle Buckett spend their nights and weekends designing specialized surfboards for wounded warriors, helping them find strength and confidence in the waves.

Educators

1. Name some services and resources necessary to support wounded veterans. How does One More Wave provide some of these services to meet the needs of wounded veterans?
2. How does One More Wave change perceptions of what it means to be a person with disabilities? Why is this important to wounded veterans?
3. What are some actions you can take to support wounded veterans in your community?
4. How is One More Wave helping wounded veterans heal? What other kinds of organizations can be established to facilitate healing of this kind?
5. What is your current perception of what people with disabilities can and cannot do? How may this be limiting? How could this be limiting for the person who is differently abled? What can you do to change these perceptions and promote access and inclusion?

Citizen Changemakers

1. Kyle realized “One More Wave” did more than just create opportunities for veterans to surf, it created a community for veterans. What is the significance of this community? How might this support healing?
2. What are some activities you believe people with disabilities cannot participate in? After seeing the One More Wave video, do you still believe this is true? How could you adapt activities to make them more accessible to people with disabilities?
3. How does a community give people purpose? How does purpose create self worth? Why are these concepts important in creating positive change for service-disabled veterans in your community?
4. What needs have you observed for service-disabled veterans in your community? What are some steps you can take towards addressing these needs?
5. One More Wave helped service-disabled veterans realize their capabilities despite their disability. What other communities would benefit from this kind of shift in perspective? How would it benefit your community?



Discussion Questions for Upstander Videos

Available to view at <http://www.starbucks.com/upstanders>

Mary Poole, Episode 3: “From War to Montana”

Mary Poole, a mother with no background in foreign policy, convinced her community to welcome refugees by harnessing hundreds of volunteers and embracing her opponents.

Educators

1. Discuss the role of empathy in Mary Poole's work.
2. How does diversity enhance society for the better?
3. Name some benefits of letting go of stereotypes. How do these benefits impact both those who are doing the stereotyping and those who are being stereotyped? How has stereotyping affected your own life?
4. How does your community currently support refugee resettlement? What are some of the benefits and challenges associated with bringing refugees into a community?
5. What does being a refugee mean to you? What bias and prejudice might you have about refugees? How can you reframe your perspective to be more inclusive of refugee populations in your community?

Citizen Changemakers

1. Why is it important to support refugees' resettlement even if you are reluctant to accept them? What small acts can you take to help refugees feel more accepted in your community?
2. How can a community with differing beliefs foster inclusion and understanding?
3. What does it mean to advocate for yourself? What does it mean to advocate for others? What steps can you take to become an advocate?
4. How can you ensure your community provides opportunities for refugees to contribute and participate in meaningful ways?
5. Name a time you were forced to confront your own prejudices. What challenges did you face? How did you change as a result?



Discussion Questions for Upstander Videos

Available to view at <http://www.starbucks.com/upstanders>

Debbie Baigrie, Episode 4: “Befriending Her Shooter”

Ian Manuel was just 13 when he shot Debbie Baigrie. A year into his life sentence, he called her to apologize. That eventually led to her forgiveness, an unlikely friendship and a mission to help free him.

Educators

1. Discuss the role of empathy in Debbie's decision to forgive Ian.
2. After hearing Debbie and Ian's story, do you think children should be tried as adults? What impact does this have on society?
3. What are some benefits of letting go when others hurt you? How does this benefit you? How does it benefit the person who causes harm? How have harm and forgiveness impacted your own life?
4. Discuss how Debbie's forgiveness and advocacy for Ian became a turning point for Ian's life and Debbie's life. How did Debbie empower Ian to overcome his issues? What are some ways you can empower others to overcome?
5. Debbie's compassion for Ian stems from her awareness that greater social factors influenced his choices. In what ways can we as a society support at-risk youth?

Citizen Changemakers

1. How does your community respond to juvenile crime?
2. Discuss how Debbie's moral courage resulted in a second chance for Ian. What can we learn from the example Debbie set in forgiving Ian? What other issues could be addressed with moral courage of this kind?
3. How can compassion and empathy be used to reform the criminal justice system's perspective of juvenile and adult offenders?
4. In the film, Ian mentions that he and Debbie were waiting for the criminal justice system to catch up with his remorse and her forgiveness. Are there other areas of the criminal justice system that need to “catch up” to contemporary perspectives? Why or why not?
5. Do you think the current criminal justice system is effective?



Discussion Questions for Upstander Videos

Available to view at <http://www.starbucks.com/upstanders>

Brandon Dennison, Episode 5: “Planting Hope in a Coalfield”

Entrepreneur Brandon Dennison decided to address poverty in his native West Virginia by extending a hand of opportunity to former coal miners.

Educators

1. Closing coal mines across Appalachia has had a profound impact on the local economy and the future of those who live there. Discuss how the Coalfield Development Corporation has been able to support the local community in making progress towards solving this issue. How might this approach be applied towards solving an issue you care about?
2. Other than working in the coal mines or agriculture, what other paths might the rising generation take after graduating high school to help to turn around the Appalachian economy?
3. In addition to the Coalfield Development Corporation, what other programs, initiatives, and experiments could Appalachia consider to revitalize its economy? What other communities might benefit from these kinds of services?
4. Brandon used his unique skillset and passion for helping those in Appalachia to establish the Coalfield Development Corporation. What kinds of skills and passion do you have that could make you an Upstander?
5. If you could provide an opportunity for members of your community, what would it be and why? What change would you like to see as a result of that opportunity?

Citizen Changemakers

1. According to the film, Brandon could have gone to work in a more prosperous and modern part of the country, but instead he gave that up to support the local Appalachian economy. In doing so, he has found great personal success and has supported the revitalization of Appalachia. What sacrifices might you consider making to support solving an issue in your community?
2. Transitioning from coal to agriculture was identified as a way to revitalize the Appalachian community and economy. How did this outside-of-the-box thinking result in a solution to the issues facing Appalachia? What other issues might be solved by transitions of this kind?
3. How can we support those facing rapid workforce reduction in industries like coal transition to new professions?
4. As this story shows, the people of Appalachia want to be productive and sustain their local economy, they just needed an opportunity to do so. What opportunities can you create to support individual and community productivity and sustainability?
5. Brandon’s organization is supporting people redefining their future and the future of Appalachia. In what ways is he supporting people in making this transition? How can you learn from Brandon’s example and support people through life-changing transitions in your community?



Discussion Questions for Upstander Videos

Available to view at <http://www.starbucks.com/upstanders>

Garry Civitello, Episode 6: “A Racist’s Rehabilitation”

When Garry Civitello admitted he was prejudiced on national television, a black woman offered him advice to become a better American. The exchange transformed his life and forged a remarkable friendship.

Educators

1. At the end of the film, Garry mentions he is “working on not being prejudiced” to become a better American. What is one thing you can work on to become a better person?
2. Garry said he is not ashamed to admit his shortcomings. How might this perspective lead to greater growth for Garry? How can you apply this in your own life?
3. Name a time you were forced to confront your own prejudices. How did you change as a result?
4. What are some steps you can take to get out of your comfort zone?

Citizen Changemakers

1. When Garry called in to C-SPAN's *Washington Journal*, he asked for advice on working through his prejudice and becoming a better American. How can we all become better Americans with regard to race? With regard to other issues?
2. Garry mentions there is something that connects us across all differences: What do you think that is? How can we focus on the interconnectedness Garry mentions to unify diverse groups of people?
3. In what ways does the media reinforce negative stereotypes? What can you do to ensure you can differentiate facts from bias? What can you do to help others to overcome bias?
4. Garry feels his prejudice caused him to miss out on many opportunities and he is now able to appreciate how diversity enriches his life. What are ways you can integrate diversity to enrich your life for the better?
5. What impact do you think the broadcasting of Garry and Heather's conversation on the news had on those who were watching? How can we learn from Garry and Heather's example?



Discussion Questions for Upstander Videos

Available to view at <http://www.starbucks.com/upstanders>

Hansel Tookes, Episode 7: “One Doctor’s Needle Fix”

Hansel Tookes spent four years on a life-saving mission to convince Florida legislators to allow drug users in Miami to exchange dirty needles for clean ones.

Educators

1. In what ways did Hansel's story open your mind to helping people with drug addiction?
2. What are some actions people in your community have taken to address addiction?
3. What is a needle exchange? How will needle exchanges help those dealing with drug addiction?
4. Discuss the challenges Hansel faced in advocating for a needle exchange. What was the turning point for passing this law?
5. Discuss the role of empathy in Hansel's work. What other issues could benefit from using empathy?

Citizen Changemakers

1. What impact does addiction and drug use have on society? How can we support those struggling with addiction to reduce harm to addicts and to society?
2. What approach does your community take to manage addiction? How is this similar or different from the needle exchange model?
3. What are some specific ways you can use empathy to make positive changes in your community around issues you care about?
4. Needle exchanges are often viewed as a controversial way to care for those struggling with addiction. Based on your understanding from the film, what ways, if any, does the positive impact of needle exchanges outweigh the negative?
5. How did Hansel convince Florida's legislature to adopt a needle exchange program? Many people advocate for unconventional solutions to controversial issues. What can we learn from Hansel's approach?



Discussion Questions for Upstander Videos

Available to view at <http://www.starbucks.com/upstanders>

Stephanie Larsen, Episode 8: “Love for all in Utah”

Stephanie Larsen forged past fear and skepticism to create the first LGBTQ community center in Provo, Utah, in an attempt to reduce suicides among gay teens and build bridges with the Mormon Church.

Educators

1. How does your community define LGBTQ? What does LGBTQ actually stand for? How does your community respond when they hear about the LGBTQ community?
2. What are some steps you can take to create safe spaces like Encircle in schools and the community?
3. Why do you think the suicide rate is so high for the teen population? Why do you think it is so high for the LGBTQ population? What can we do to reduce these rates?
4. What does it mean to be an advocate for yourself? What does it mean to advocate for others?
5. Stephanie believes that in order to support LGBTQ youth, we need to create spaces where they can be themselves so they can be whole. Are there other communities that could benefit from these types of spaces? What can we do to support them?

Citizen Changemakers

1. How can you create more opportunities for inclusion?
2. How might we as a community expand the support mentioned in the video to LGBTQ adults?
3. What are the risks associated with continuing to do nothing to support the LGBTQ community?
4. How can we support LGBTQ youth and their families at the school and at the community level?
5. Richard Ostler, former LDS pastor, talked about how he allowed other people to define the LGBTQ community for him. How did this limit him? What changed his perspective? What can you do to raise awareness around LGBTQ issues and needs?



Discussion Questions for Upstander Videos

Available to view at <http://www.starbucks.com/upstanders>

Ami Vitori, Episode 9: “Saving Middletown”

Ami Vitori gave up a successful big-city career and tapped her retirement fund to help rebuild the struggling Rust Belt community of Middletown, Ohio.

Educators

1. Why do you think Ami gave up everything she had to return to Middletown and begin rebuilding? What is one area in your community you would give up everything you have to revitalize? Why?
2. How can we support people and communities who rely on jobs that are no longer in demand like the steel industry? What can we do so these people and communities can continue to thrive?
3. Ami was able to engage her community in the rehabilitation of Middletown. In what ways can you engage your community to solve a social issue and become an Upstander?
4. What is the American Dream? How does this relate to small towns like Middletown?
5. What are some specific ways Ami and her community overcame obstacles to create the change they wanted to see?

Citizen Changemakers

1. As the steel industry declined, some believed Middletown was no longer a place to find success. What impact did that have on Middletown? How is Ami proving this mentality wrong?
2. What is a problem in your community that could be solved through community engagement and collaboration? Name specific actions you can take to foster community engagement and collaboration to successfully address an issue in your community.
3. Ami Vitori succeeded because she understood the complexity and specifics of a problem in her community. Think of an issue in your community. What specifics do you need to understand to address it?
4. Why is it important to believe you are capable of making change? How did this mindset impact Ami and her community?
5. What are some ways to flip the narrative so people feel they can achieve the American Dream in their own communities?



Discussion Questions for Upstander Videos

Available to view at <http://www.starbucks.com/upstanders>

Mike Washington, Episode 10: “A Firefighters’ Rescuer”

Seattle firefighter Mike Washington told colleagues about some of his most painful and personal moments to encourage them to seek help and draw more attention to stress among our nation’s first responders.

Educators

1. What services do public servants like police and firemen provide to the community? What impact do you think these services have on public servants?
2. Why do you think Mike called some of his colleagues “ticking time bombs”? What are some things you can do to help relieve the pressure of people in high stress jobs? How can you support them in processing trauma and healing?
3. What are some ways you manage stress? How can you share these stress management mechanisms with others?
4. In the film, Mike says “We all need someone we can talk to about what is eating us.” What is “eating,” or troubling, you? How do you find support to process these feelings?
5. What impact can unmanaged stress and trauma have on people? How can you promote safe spaces for people to process their trauma?

Citizen Changemakers

1. What resources does your community currently have to support individuals struggling with trauma? How are these resources communicated to community members?
2. Mike said that the work he is doing is much more impactful because he chose to tell his story using his name instead of remaining anonymous. Why do you think attaching a face and a name to his story makes it more impactful for the people he is helping?
3. What are some simple actions your community can take towards supporting the mental health of public servants who have experienced trauma?
4. What stigmas are associated with communicating emotions as a male? What stigmas are associated with mental health? How can we as a community work to destigmatize these issues in order to support the healing of our public servants and others dealing with trauma?



Discussion Questions for Upstander Videos

Available to view at <http://www.starbucks.com/upstanders>

Bob Inglis, Episode 11: “The Disappearing Island”

Former South Carolina Republican congressman Bob Inglis, who once scoffed at climate change, overcame a humiliating defeat by deciding to take on skeptics within his party.

Educators

1. At the end of the video, Bob mentions “I don’t think I changed minds, but I think I opened some.” How did he do this? Do you think he needs to change people’s minds? How is giving people the chance to make their own choice different from telling them how and what to think?
2. What is happening to Tangier Island? Why may it be hard for the people who live there to link the activity of Tangier Island to climate change?
3. What is the role of messaging in controversial issues such as climate change? What are some effective ways of communicating that allow you to open people’s minds to controversial issues? How can you apply this strategy to an issue of interest in your community?
4. What are some ways groups of people with differing beliefs can come together and encourage cooperation and dialogue? Discuss the specific ways Bob did this in Tangier Island.
5. Bob’s son told him he would consider voting for him in the election if he “cleaned up his act on climate change.” What impact did this have on Bob? What is the power of one voice and one vote?

Citizen Changemakers

1. Bob said: “If you are not willing to risk your seat in Congress, there’s very little reason to be there.” What does this mean to you? What is one thing you would “lose your seat” over?
2. What was Bob’s approach to speaking to the people of Tangier Island about climate change? How was Bob’s approach different from other approaches the people of Tangier Island have experienced? What happened as a result of his approach?
3. To what extent is climate change linked to political affiliation? What are some ways to put politics aside and really address the issues facing our country?
4. How did Bob open people’s minds to climate change? What are some ways you can apply what you have learned from Bob in opening people’s minds to other controversial topics?
5. Discuss the ways Bob’s visit to Tangier Island changed your perspective on climate change. Discuss the ways this story changed your perspective on dialoguing with others about controversial issues when there are differing opinions.

