



Building Our Cultural Competency
...through dialogue



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1

The Connection Between Cultural Competency and Communication

LEARNING OBJECTIVES

Foundational Components

- Self awareness
- Mindset
- Listening skills
- The power of curiosity: building understanding

Difficult Conversations

- Why are they difficult?
- Tools, mindsets and language that help
- Recovery strategies
- Growing our competency

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DEFINITION



Cultural Competency (n)

the ability for people from different cultures and backgrounds to understand one another and interact effectively

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REFLECTION EXERCISE




4

Communication is Key

The leading cause of ANY breakdown is poor/insufficient communication.

~Stanford School for Executive Leadership

5



Mindset

- Assume positive intent - choose to believe in the goodness of your colleagues/friends/etc.
- Curiosity is key - be curious about where others are coming from
- Listen with the intent to truly understand

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7

Active Listening

- Minimize distractions
- Be observant – look beyond the words
- Ask questions to gain clarity
- Restate or paraphrase if you're not sure
- Resist the temptation to interrupt

8

TYPES OF QUESTIONS

<p>Closed Can be answered with one or two words. Usually:</p> <ul style="list-style-type: none"> • Yes or No • A choice among alternatives 	<p>Open Invite and prompt expanded answers Often start with:</p> <ul style="list-style-type: none"> • How... • Why... • Tell me...
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9

Ideal model for great communication

- Begin with open ended questions...they grow understanding...and relationships
- Use closed probes to fine tune and clarify/confirm

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Difficult Conversations

- High stakes
- Attached to values
- Highly personal
- New territory

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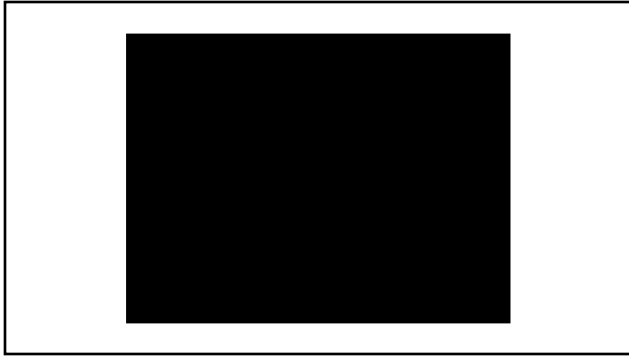
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BEGIN WITH OURSELVES

- Seek to grow understanding - it eradicates judgment
- Learn about diversity/inclusion (language, benefits, etc.)
- Learn about your colleagues - be curious about their opinions and their experiences
- Intentionally practice seeing things from different points of view
- Invite others into our thought process

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12



13



**Tools & Strategies
for
DEI Conversations**

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14

EXAMPLES

- Who should be involved in a project?
- Who do we hire? Why?
- Does this decision support all of our community or just a portion?
- How are we valuing our employees and fostering engagement?
- What are we doing to innovate?
- We feel we are on the receiving end of bias/discrimination (involve HR).

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Preparation

- Think the conversation through: where might folks be coming from? What unconscious biases might people be holding? (If you don't know, that might be a good place to start the discussion)
- What would be a good outcome(s)?
- Assume positive intent - for all
- Curious inquiry - rather than judging or shaming, be curious about where others are coming from. Seek to understand

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16



In the moment...


- Keep the focus on actions/behavior, not character
- Focus on outcomes, not intent
- Use "I" statements

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Identify if the behavior is a one-off or part of a pattern	If part of a pattern, assimilate accurate, factual examples	Get clear on your goal - what outcome do you want?	Address it - begin with facts, suggest what the facts mean to you...begin a dialogue where you both can learn
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SKILLS FOR INDIVIDUALS



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18

THE LEADER'S ROLE

- Set clear expectations for equity and inclusion
- Establish objective criteria when making decisions about assignments, promotions, new hires, etc.
- Encourage participation from all team members
- Invite input related to this topic
- Recognize and celebrate progress

Leadership is not relegated to title - we all lead

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19

REFLECTION EXERCISE

20

How to stay with it when things get challenging

1. What you said just made me bristle a little. Can you tell me what you meant?
2. What makes you ask that question?
3. It sounds like you're really passionate about this. Can you tell me why?
4. I'm shocked by that statement; can you give me a minute to think?
5. Tell me why that joke is funny?
6. I feel that what you said breaches our (D&I statement/mission/values/etc.); I'd like to talk more about it.

1. ~AVARNA GROUP

21

WHAT THIS LEARNING JOURNEY MAY BE LIKE...

22

THANK YOU!

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23