

# Principals of Good Practice



**Dignity Within Diversity**  
**Community Development Society Series**



# Dignity within Diversity

Practice and foster cultural humility, nonjudgemental listening and accountability for any harm done.



# Moving from Debate to Dialogue



## Conventional Process

- One right answer
- Goal is to be right, win or persuade
- Evaluating and critical
- What's wrong with this picture?
- Listen judgmentally, for errors and flaws
- Plan your rebuttal

## Understanding Process

- Multiple and valid perspectives
- Goal is to understand
- Curious and open
- What can I learn?
- Listen for their story
- Listen more than you talk
- Reflect instead of react





# For Discussion

- ▶ What feelings do you have when engaged in a debate?
- ▶ What could you/have you done to move a debate into a dialogue?



# Guidelines

- ▶ Try on
- ▶ It's OK to disagree
- ▶ It's NOT OK to blame, shame or attack
- ▶ Practice self-focus
- ▶ Notice both process and content
- ▶ Practice “both/and” thinking
- ▶ Be aware of intent and impact
- ▶ Expect/accept unfinished conversations and discomfort
- ▶ Maintain confidentiality



# Guidelines

- ▶ Can help to move spaces into dialogue and away from debates.
- ▶ Can be more interactive - allowing groups to set their own working agreements or guidelines (takes time)
- ▶ Make sure to go back to guidelines to check in with self or others (how we doing? Are there other guidelines we need to add?)
- ▶ An individual can operate from these guidelines without involvement with others



# Cultural Humility

*“A lifelong process and commitment to self-evaluation and critique, to redressing the power imbalances in the caretaker-patient dynamic, and to developing mutually beneficial and non-paternalistic relationships and partnerships with communities on behalf of individuals and underrepresented populations.”*



# Cultural Humility

- Lifelong Learning and Critical Self-Reflection
- Recognize and Challenge Power Imbalances
- Developing Mutually Beneficial Partnerships between Communities and Defined Populations
- Advocating for and Maintaining Institutional Accountability

*Adopted from: Tervalon, M, Murray-García, J: "Cultural Humility Versus Cultural Competence: A Critical Distinction in Defining Physician Training Outcomes in Multicultural Education", Journal of Health Care for the Poor and Underserved 1998; (2). 177-124*



# For Discussion

- ▶ What does cultural humility mean to you?
- ▶ What are you doing, day to day, to support the principles of cultural humility?



# Nonjudgemental Listening

Listening without judgment means receiving information without attaching personal bias, assumptions, or immediate, critical reactions to the speaker's words or emotions.

It creates a safe, respectful, and trusting space that validates the speaker's feelings, encouraging open expression rather than defensive silence.



# For Discussion

- ▶ What do you think about this definition of nonjudgemental listening?
- ▶ What gets in the way for you when striving toward nonjudgemental listening?



# Accountability

Accountability is a keystone of equity work. Accountability refers to creating processes and systems that are designed to help individuals and groups to be held in check for their decisions and actions and for whether the work being done reflects and embodies justice.



# For Discussion

- ▶ What are you doing, day to day, to support accountability in your sphere of influence?
- ▶ What are some of the markers or outcomes that can be implemented to identify/verify your organizational journey toward accountability?



# Closure

What are you taking away from today's Webinar that can be helpful in implementing this important principle?