

# CULTURE, COMMUNICATION, AND CONFLICT

**Community Leaders** 





CENTER



# NCRC

# THE ART OF INCLUSIVE COMMUNICATION

#### **Learning Outcomes**

In this workshop, we will reinforce a mindset of inclusiveness.

- Reflect on our personal history, our own biases, and our communication style.
- Effectively embrace, listen to, and process diverse cultural- and identity-related interactions to become more inclusive.



## **GROUP AGREEMENTS**

- Show respect
- Listen with compassion
- Keep confidentiality
- Share the airtime in breakouts





"WE HAVE NO HOPE OF SOLVING OUR PROBLEMS WITHOUT HARNESSING THE DIVERSITY, THE ENERGY, AND THE CREATIVITY OF ALL OUR PEOPLE."

- ROGER WILKINS

Civil Rights Leader, History Professor, and Journalist



### **HUMBLE INQUIRY**

Humble Inquiry is the fine art of drawing someone out, of asking questions to which you do not already know the answer, of building a relationship based on curiosity and interest in the other person.

Edgar Schein







# **Cultural Humility**

A lifelong process of continuing to learn about, be open to, and be respectful of the cultures and values of others.

Cultural humility gives us a greater understanding of cultures that are different from our own and helps us recognize each person's unique cultural experiences and expression.

Further, it helps us counteract the assumption that what we are accustomed to is "the norm."



#### **BREAKOUT**

- Identify one aspect of your life experience/identity/history that will help you maintain cultural humility.
- Identify one aspect of your life experience/identity/history that could be challenging as you strive to be culturally humble.

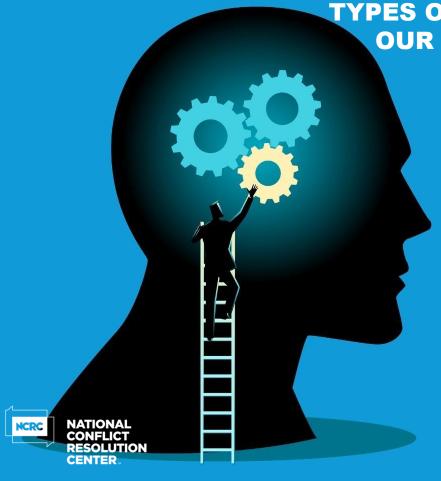


## **In-group Bias**

is the tendency to favor one's own group, particularly in reference to other groups (Dictionary of Psychology).

#### **Confirmation Bias**

is the tendency to look for information that supports, rather than rejects, one's preconceptions, typically by interpreting evidence to confirm existing beliefs while rejecting or ignoring any conflicting data (American Psychological Association).



#### **OVERCOMING THE IMPACT OF BIAS**

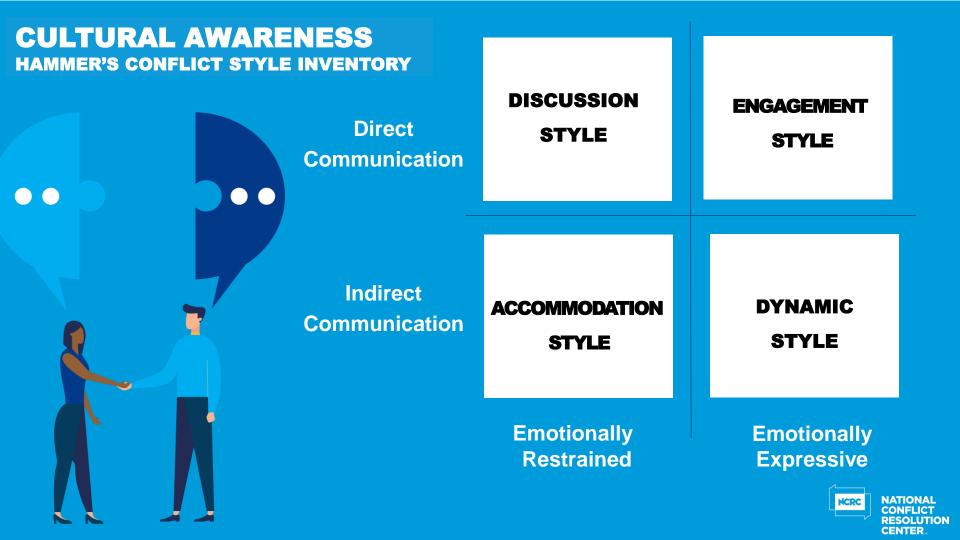
What is the benefit of being aware of your biases as a community leader?

What can you do to overcome the impact of in-group bias and confirmation bias?





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#### INTERCULTURAL DEVELOPMENT CONTINUUM

**Adapted from Bennett's Model of Intercultural Sensitivity** 

**MULTICULTURAL MINDSET MONOCULTURAL MINDSET** Recognized Heightened **Minimized** Some Lacking **Awareness Awareness Awareness Awareness Awareness Actively adapt Curious and open Polarizing view** Assumes we Denial to cultures to cultures of other cultures are alike of other cultures



#### **BREAKOUT**

- Where would you place yourself on this continuum?
- Share a time when you were at a different place and what led to your growth.
- How do you interact with others who are at different places on this continuum?

# A CTIVE AWARENESS

- ► Remain nonjudgmental of the other person
- ► Refrain from projecting your own mindset onto them
- ► Manage your neutrality, and check your reaction

### R ESPOND RESPECTFULLY

- ► Utilize questions to engage the individual
- Acknowledge emotions and experience
- ► Connect what they are saying to their needs

### T ROUBLESHOOT TOGETHER

- ► Help them gain a better understanding (not agreement) of the others' perspectives
- ► Focus on needs in order to collaborate comfortably despite the different perspectives



#### **The ART of Inclusive Communication**

- A Leader's Sources of Power
- Humble Inquiry
- Cultural Humility
- In-Group Bias / Confirmation Bias
- Conflict Styles
- Intercultural Development Continuum

What is one takeaway for you from today's session?

#### **WHAT'S NEXT**

- Watch "How to Build Inclusive Teams" to conclude the ARTIC
- For next week, Watch"Bridging Towards ASociety Built on Belonging"
- Next week: The Bystander Challenge

