



New England (HHS Region 1)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

New England Mental Health Technology Transfer Center (New England MHTTC)

SAMHSA #1H79SM081775-01

Yale Program for Recovery and Community Health
in partnership with
C4 Innovations, Harvard University Department of Psychiatry,
and the Center for Educational Improvement

ready

**Racial Equity and
Advancing Cultural
Humility for
Organizational Change**

**Diversity
Talk**



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February 2022

Diversity Talk: Engaging in Crucial Equity Conversations



Housekeeping Information



Participant microphones will be muted at entry – you will be able to unmute during the discussion portion of our webinar.



Closed captioning is available for this event. Click on the closed captioning (CC) icon at the bottom of your Zoom screen to select a transcription option.



This session is being recorded and it will be available on the MHTTC website within 24 hours of the close of this presentation.



Information about Certificates of Completion will be sent in a follow-up e-mail.



If you have questions during the webinar, please use the chat or use the “raise hand” feature during discussion to have your microphone unmuted.



If you have questions after this session, please e-mail: newengland@mhttcnetwork.org.

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At the time of this release, Dr Miriam Delphin-Rittmon served as Assistant Secretary for Mental Health and Substance Use at SAMHSA. The opinions expressed herein are the views of the speakers, and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred. This work is supported by grant #1H79SM081775 from the DHHS, SAMHSA.

The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED
AND HOPEFUL

INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES

HEALING-CENTERED AND
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS



Crucial Equity Conversations

March 2, 2022

Welcome Back! I'm Dr. Dietra Hawkins

- Facilitator, Researcher, Recovery Advocate and Ally
- Licensed Clinical Psychologist
- Mother, Wife, Black Catholic
- Pronouns: She/Her



Reflection in Chat

What is sitting with you from last week?

Breakout Activity: How do you understand privilege?

- ☐ Take the “Check Your Privilege” Tik-Tok Challenge
- ☐ How was that? What did you notice?



Definition of Privilege:

1. a right, immunity, or benefit
2. a special right, immunity, or exemption granted to persons in authority

Virtual Tools

Chat box- Where zooming in from- What are you looking at today?

Use chat to affirm, to indicate when something resonates, to name a question or thought you want to explore more ++

Break out groups

Raise Hand feature

Self-video

“Stack”

Others?



Know Your Why!

The Art of Asking

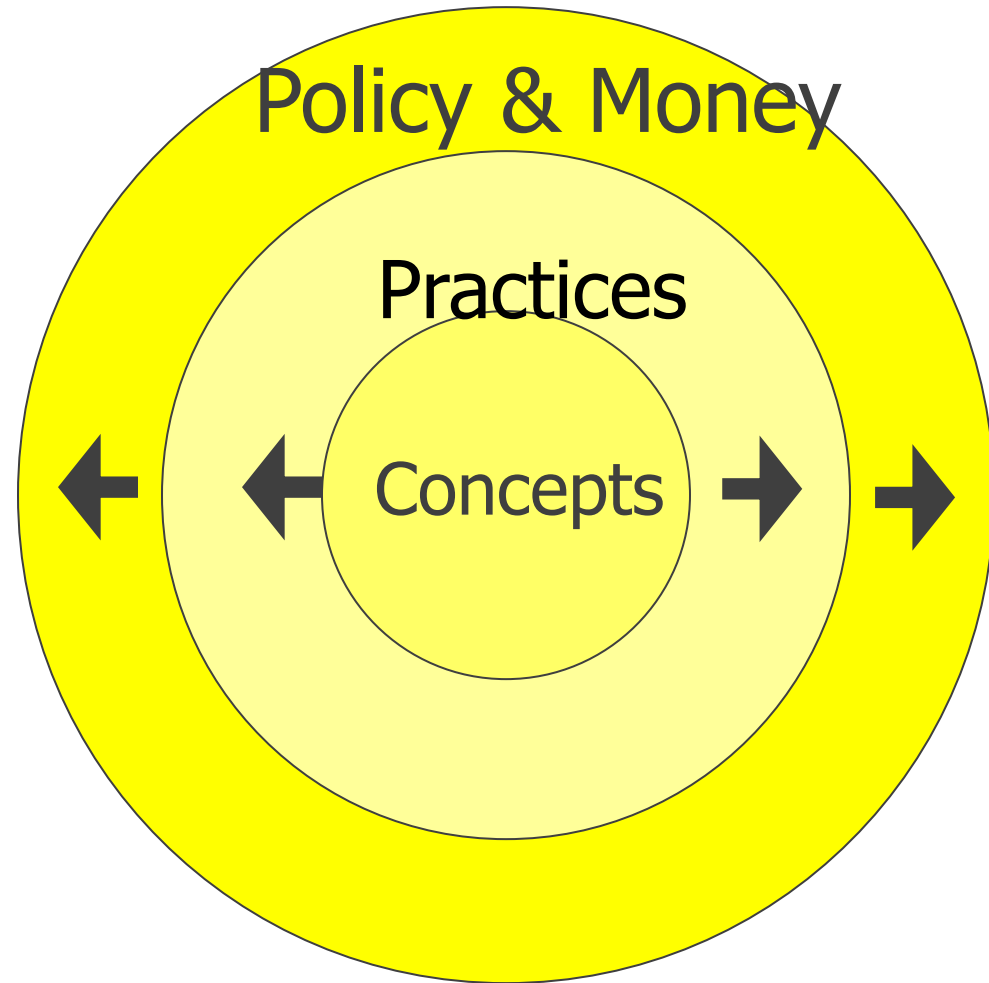
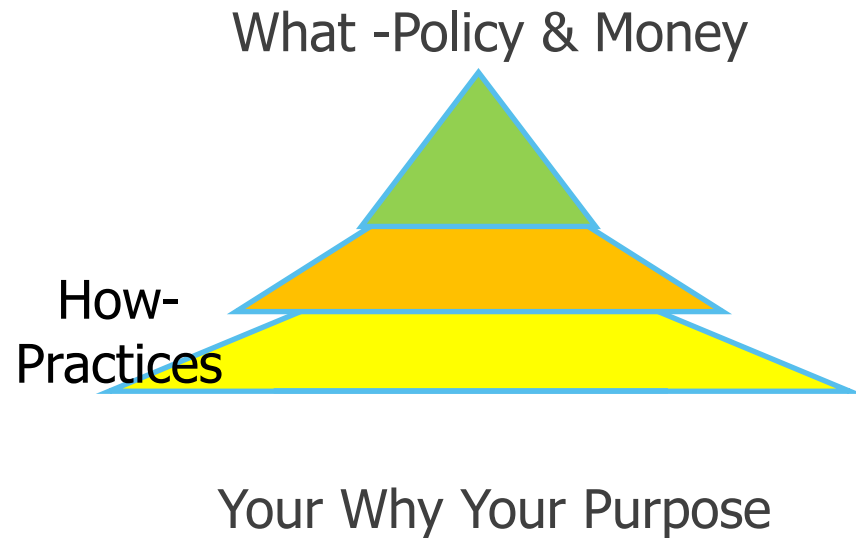


- What small change could have a big impact?
- What could be better?
- Share with me three wishes.

- What do people here love to do ?
- What is make a positive difference?

**Powerful stories help us
envision the future...**

Inside Out Start with WHY



Why- Concepts, your purpose- Why does “equity” matter?

Basic Tenets for Crucial Conversations


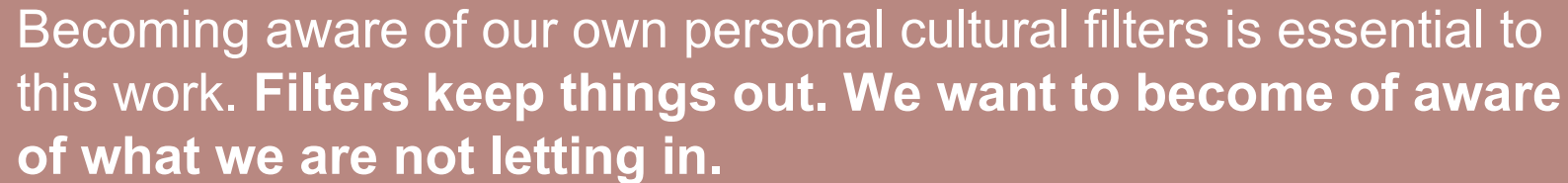
Everything we do exists in a social, emotional and cultural context.
For example, the way we are zooming these days.




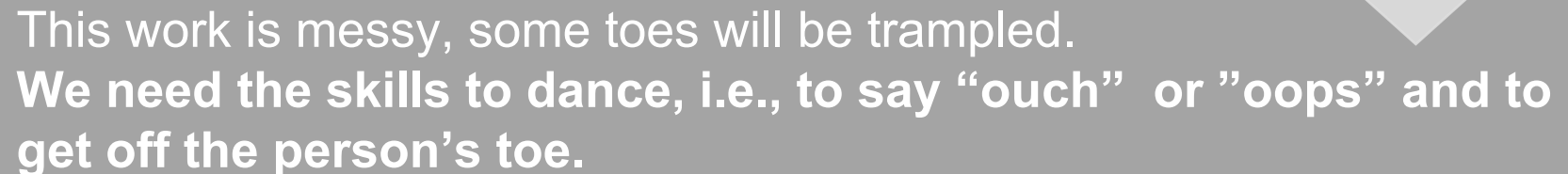
Becoming culturally competent is a process; there is no endpoint.
We are all on a journey. Equity is about the direction, not the destination.



Becoming aware of our own personal cultural filters is essential to this work. **Filters keep things out. We want to become aware of what we are not letting in.**



This work is messy, some toes will be trampled.
We need the skills to dance, i.e., to say “ouch” or “oops” and to get off the person’s toe.



Basic Tenets for Crucial Conversations

“How To” and cookbook approaches actually work to promote stereotyping.



Stereotyping is a natural part of what we as people do.



We all have a role to play.



No one is here to blame nor take personal responsibility for institutional bias.

Conversation Guidelines

- Use “I” statements
- Ask- Inquire
- Stretch
- Share Stories
- Practice Self Care
- Be mindful of the “fixing” impulse

Be Mindful of...

- Oops!
- Ouch!
- Open Minded
- Vegas Rules
- Self & Community Care



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A thick, horizontal blue brushstroke with a textured, painterly appearance, featuring some darker and lighter blue variations and visible brush marks. It serves as a background for the text.

Polls are useful tools.

Listen & Believe

Most people do not listen with the intent to understand, they listen with the intent to reply.

Stephen R. Covey

Dialogue v. Debate

Dialogue...

- *Is collaborative: two or more sides work together toward common understanding.*
- *Finding common ground is the goal.*
- *One listens to the other side(s) in order to understand, find meaning and agreement.*
- *Enlarges and possibly changes a participant's point of view.*

Debate...

- *Is oppositional: two sides oppose each other and attempt to prove each other wrong.*
- *Winning is the goal.*
- *One listens to the other side in order to find flaws and to counter its arguments.*
- *Affirms a participant's own point of view.*

Dialogue v. Debate

Dialogue...

- *Reveals assumptions for re-evaluation.*
- *Causes introspection on one's own position.*
- *Opens the possibility of reaching a better solution than any of the original solutions.*
- *Creates an open-minded attitude, an openness to being wrong and an openness to change.*
- *One submits one's best thinking, knowing that other people's reflections will help improve it rather than destroy it.*

Debate...

- *Defends assumptions as truth.*
- *Causes critique of the other position.*
- *Defends one's own positions as the best solution and excludes other solutions.*
- *Creates a close-minded attitude, a determination to be right.*
- *One submits one's best thinking and defends it against challenge to show that it is right.*



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Voice – Choice – Trust Community

7 Principles of Compassionate Listening

- Be fully present.
- Listening is enough.
- Respond with acceptance.
- Ask authentic questions.
- Conflict is part of learning.
- Be gentle with yourself.
- Treat the candidness of others as a gift.



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Culture

Defined as the integrated pattern of thoughts, communications, actions, customs, beliefs, values, and institutions associated, wholly or partially, with racial, ethnic, or linguistic groups, as well as with religious, spiritual, biological, geographical, or sociological characteristics. Culture is dynamic in nature, and individuals may identify with multiple cultures over the course of their lifetimes.

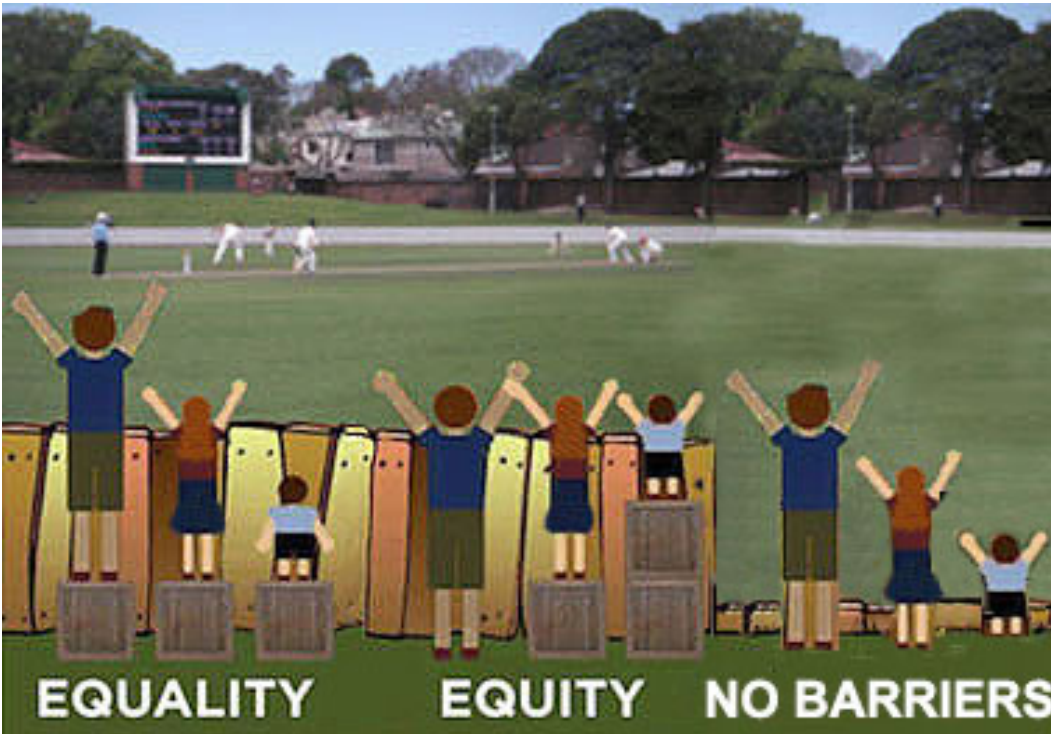




We Practice Cultural Humility to become Culturally Competent

- Lifelong commitment to self-evaluation and self-critique
- A desire to fix power imbalances
- Actively develop partnerships to advocate for others

Equality– Equity– Justice: Ask





How are you practicing **Crucial Conversations?**

- What is working? What is resonating?
- Where do you need support?
- How are you staying hopeful?

BREAKOUT CONVERSATION

We invite you...

- Be a “trusted” source.
- Practice Dialogue- recognize when being pulled into a Debate.
- Explore people’s lived experiences!
- Invite people to share their many stories.
- Keep showing up, create a space for people to show up as their full selves.

Question & Answer Session

*When speaking, please
remember to use
strengths-based language
and to eliminate
background noise.*





Q1: Dec 2021 – February 2022

December 2021

The State of BIPOC Mental Health in
New England

January 26, 2022

The Impact of Implicit Bias on BIPOC
Populations
[View Our Archive](#)

February 23, 2022

Engaging in Crucial
Equity Conversations



Q2: March 2022 – May 2022

March 23, 2022

Understanding Organizational Implicit
Bias and its Impact on BIPOC
Populations

April 2022 (Date to be confirmed)

The Role of Transformational
Leadership in Creating a Culture of
Change

May 25, 2022

Practical Guidance on Allyship



Q3: June 2022 – August 2022

June 22, 2022

Integrating Diversity, Equity, and
Inclusion into Everyday Operations

July 27, 2022

The Importance of BIPOC Mental
Health Professionals

August 17, 2022

Engaging Allies:
Nurturing Relationships for Lasting
Change

[Join Our Community and View Our Resources](#)



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Our REACH sessions include interactive videos and tools designed to promote discussion around the importance of diversity, equity, and inclusion.

[REVIEW OUR PLAYLIST.](#)

*Thank
you*

Contact us at:

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