



Learning Community Pt. 2 Key Takeaways

Collaborative Communication

This Learning Community will focus on developing teamwork and enhancing collaboration within the organization and in the community through person-centered communication. We will use interactive activities and discussions to teach techniques such as; active listening, healthy reinforcement, conflict resolution, and clear feedback. Participants will also learn ways to manage and identify daily stressors and unexpected events that can impact effective communication.

- Develop openness towards different perspectives as a means to build cultures of mutual respect and dignity.
- Enhance communication to minimize confusion and build more functional relationships.
- Identify opportunities for collaboration, shared decision making, and person-centered engagement.

Big Question: How can we communicate in ways that build collaboration through connection?

"None of us, including me, ever do great things. But we can all do small things, with great love, and together we can do something wonderful." – Mother Teresa

Cultural Humility's Focus:

1- Affirming and acknowledging that everyone sees, experiences, and engages the world differently, depending on how they were socialized

2-Generating more self-awareness and active listening skills (work on self, first)

Dear Diary

Action Item: Journal about your experience through this Learning Community

Keep track of the following: Your ideas and thoughts about the techniques; Things you find helpful and things that you don't

Then question **WHY** i.e. Does it make sense? Why or not?

For everyone (even if you're a part of the community you're working with): You may have biases because you have perspective being inside

Collaboration

"Collaboration is everyone working together on the best thing for the whole thing... If you're invested in the collaboration, you want the best idea win, NOT YOUR IDEA TO WIN."



-Rick Rubin, "The Creative Act: A Way of Being"

Question for Reflection: Why is safety important for collaboration?

Communication

1. Listen Better
2. Process Better
3. Respond Better

Keep your cultural sensitivities and preferences AND consider the advantages of adjusting

"Person-centered language matters because we create stigma"

Cultural Context

The same thing can mean something different to different people, **based on their cultural experience**

Be aware of intersectionality and positionality i.e. other factors impacting culture

Question for Reflection: How do you collaborate without understanding their cultural context?

Cultural Relativity

*Affirming and acknowledging that everyone sees, experiences, and engages the world differently, **depending on how they were socialized***

Self-awareness: The recognition of who we are

Readiness: A function of our knowledge, comfort, availability, and socioemotional intelligence. It speaks to our ability to empathize and read another's emotions i.e. Are they ready? Are YOU ready?

Reflexive Response



Reflective Question: How do you respond to new and contrary information?

Increased Collaboration

Make them feel heard-> Express your needs-> Offer an alternative-> Listen for Feedback

Some questions to ask yourself:

1. What made me respond in that way?
2. What stopped me from reacting another way?
3. What did I want to say?
4. What response did the other person give?
5. How could I have responded better?
6. What happens if I attempt it and still not get heard or get the response I want?

Reflective Questions: Where are the opportunities for connection?

Are we maximizing the opportunities to connect that we currently have?

Resources

Diversity Fatigue: <https://pubsonline.informs.org/doi/10.1287/orms.2024.01.04/full/>

The Center for Cultural Humility at Cal Berkeley (CHUM): <https://www.humilitycenter.org/>

Contact Info

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Notes