

The Pebble in the Pond...

Engaging Culturally Diverse Families in Advocacy



"Do unto others as
they would have
you do unto them."

The Platinum Rule

- "Seek first to
understand, then
to be understood."

Steven Covey

What Impacts Relationships?

- Understand the role of differences that affect or define status, relationships and socially acceptable behavior
- Know that our actions & words don't always have the impact we intend
- Recognize that many people communicate & process information differently
- Internalize different cultural approaches to silence, advocacy, & conflict

Cultural Reciprocity with Families

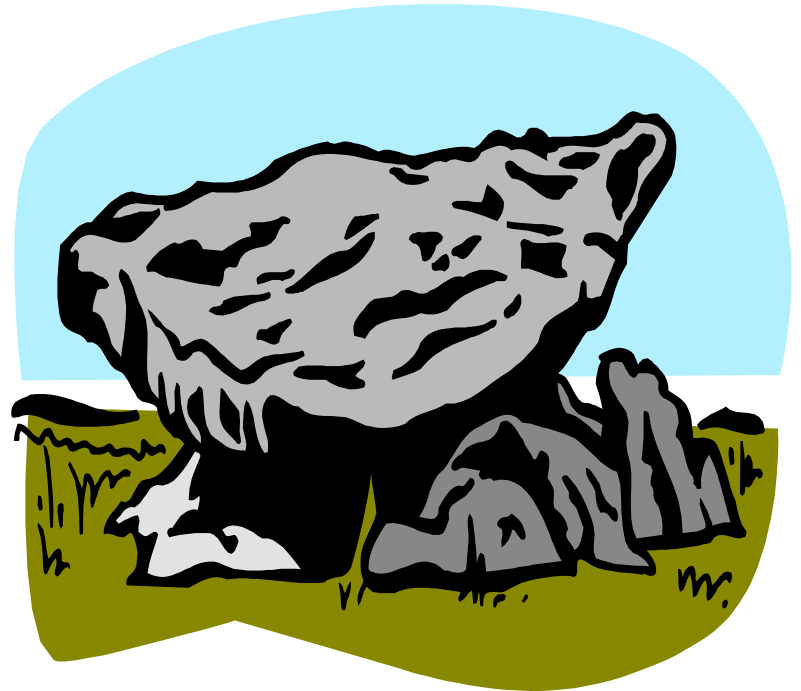


- Challenging power
- Assuming risks
- Sharing stories & ourselves
- Listening with the heart
- Involving those affected
- Offering alternatives
- Balancing the scales of justice and equity
- Holding ourselves accountable

How Change Happens

"Power concedes nothing without a demand. It never has and it never will."

*-Frederick
Douglas*



Agents of Cultural Competence



- Understand context, barriers to change, and stages of change
- Listen
- Respond
- Advocate
- Pursue change
- Intervene at the systems level
- Team with others
- Facilitate

Leadership in Cultural Competence

- Inspire and help people work toward the goal
- Share leadership
- Recognize diverse roles
- Become self-aware
- Accept responsibility
- Ask for help
- Be open to constructive criticism
- Encourage & motivate partners



Know Yourself

- Who am I?
- What am I doing here
- What are my:
 - Goals, purposes
 - Expectations
 - Motivations?
- What strengths & challenges do I bring?
- How can I best use my skills?
- How can I make space for others?

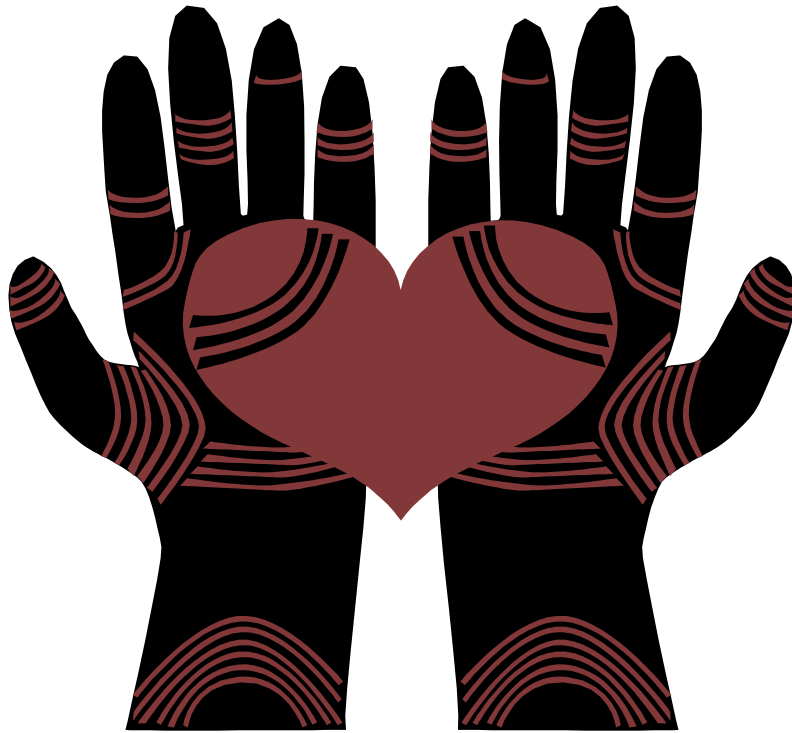


Gaining Community Trust



- Trust is not automatic; it must be earned and it can be lost.
- Trust must be two-way: those who are not trusted, do not trust.
- Trust leads to belief in each other and in a cause.

Developing Trust



- Be honest about the problems, the barriers, the potential negative consequences - as well as the potential benefit of action

Developing Trust

- Be in it for the long haul. Don't abandon ship after the first disappointment or failure.
- Admit mistakes.
- Ask for help!!!
- LISTEN!!!
- Acknowledge others' contributions.



Creating Community Vision



- Creating a vision requires:
 - Trust
 - Hope
 - Shared relationships
 - Honesty
 - Openness
 - Flexibility
 - Love

Preparing for Collaboration

- Discuss with partners in advance:
 - Agreed on issues?
 - Differences among subgroups?
 - Gifts of each?
 - Stuff to give up?
 - Stuff to gain?
 - Anticipated conflicts & compromises?
 - Strategies to address conflicts?



The Vision

- Visions are not abstract. They are based on people's hearts and souls, their experiences, and their belief that a better life is possible - and deserved.



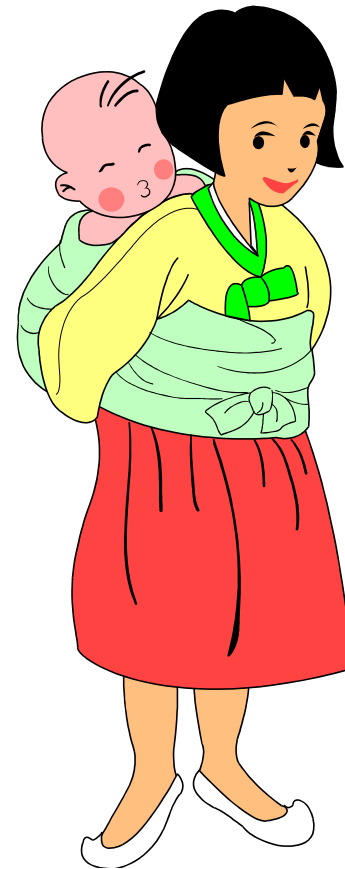
The Vision



- Creating a shared vision means letting go of the present to focus on what *could be*.
- “What would it look like, feel like, smell like, taste like, sound like, if it was good?”

The Vision

- How do we get there?
- What supports are needed?
- What is each of our roles in providing those supports?
- How can it be sustained?



The Vision

- Everyone's contribution is respected.
- Individual contributions are discussed among all participants.
- A common, shared vision is shaped through discussion and pieced together like a community quilt.



Reaching Consensus



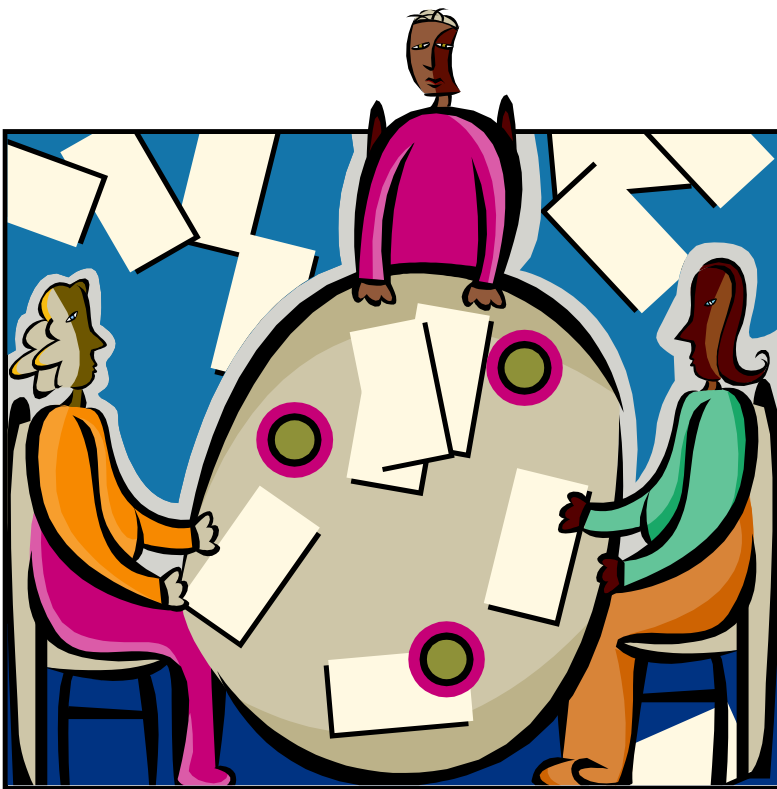
- Consensus is not reached when everyone is silent.
- Consensus is only reached when everyone assents.
- The "who" of consensus is based on your definition of your community.
- Consensus is not static

Reaching Consensus

- Reaching consensus requires the involvement of diverse sectors of your community.
- Involving these diverse sectors requires specific attention to broadening your base.



Diversity



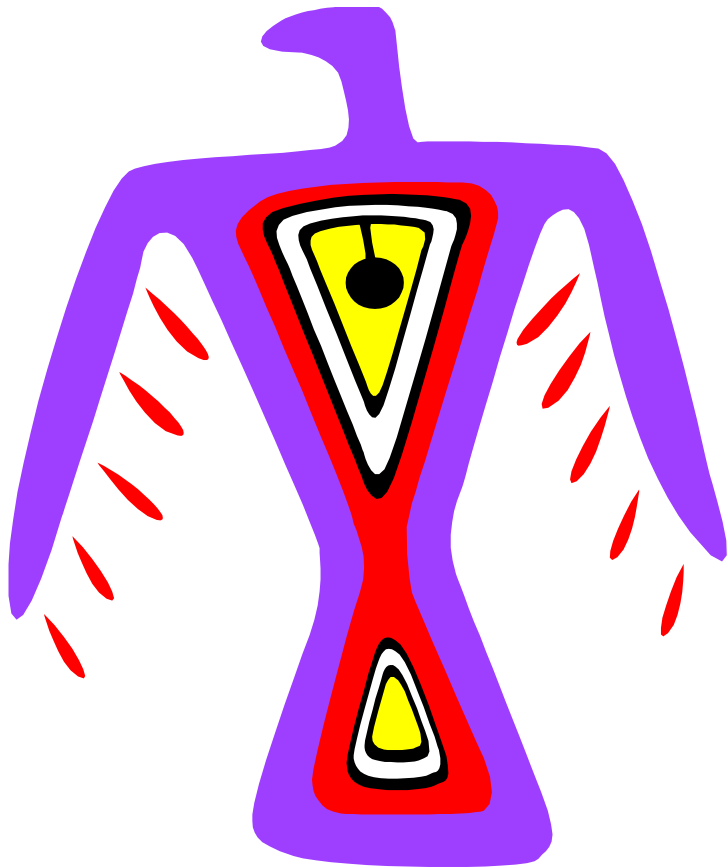
- Honor & express sincere interest in racial, ethnic, cultural, & socio-economic diversity.
- Communicate in diverse languages.
- Prepare existing leaders to hear and make space for new voices & new leaders.

Diversity

- Adapt collaborative models to diverse cultures.
- Manage changing distribution of power & responsibility.



Ensuring Diversity



- Ensure broad representation among groups based on the communities in question.
- Be particularly careful to include members of traditionally underserved groups.
- Avoid any appearance of tokenism.

Making room for new voices

- Multiple opportunities for participation, from a small contribution of time to progressively larger contributions of time and effort
- The level of participation varies depending on life circumstances.



Making room for new voices



- Community members are listened to; their ideas are supported and respected.
- Community members do not experience retribution as a result of their participation, or receive support if there is retribution.

EARS

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EYES

**UNDIVIDED
ATTENTION**

HEART

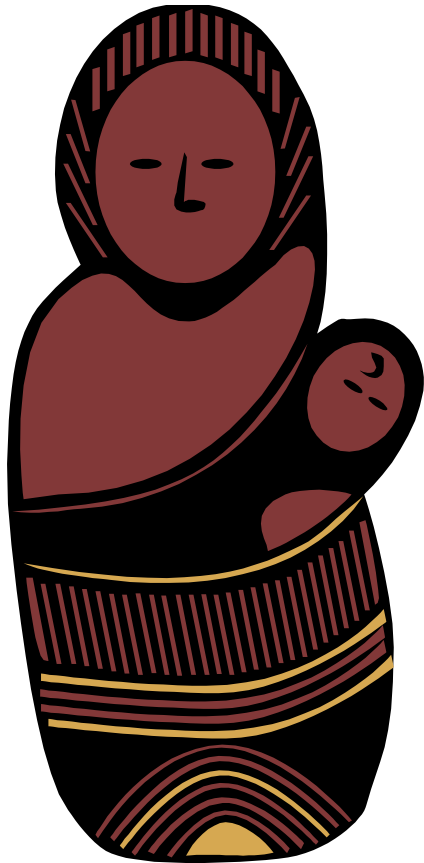
**The Chinese characters that make
up the verb “to listen” tell us
something about this skill.**

Making room for new voices

- Community member participation has an impact - it makes an appreciable difference.
- Community member participation is appreciated; that appreciation is acknowledged.



Gathering Community Knowledge



- Communities know:
 - Their history: where they have been
 - Their culture: who they are
 - Sacred places
 - Dangerous places
 - What is important to them

Gathering community knowledge

- Encourage and support community members to find their voice.
- Be ready to hear what community members say.
- Respect the passion of the community for change.



Gathering community knowledge



- Ensure that diverse community member perspectives are not considered a separate component, but are infused throughout.
- Always consider an individual community member's story as valid.

Sharing Community Knowledge

- Tell stories within the community to build shared knowledge
- Listen to the stories of families
- Help families share their stories with each other



Partnering for Cultural Competence



- Committed Leadership from all partners
- Maintaining a partnership with good communication, clear decision-making, & specific responsibilities

Building Cultural Competence

- Quality information:
 - Develop accurate “map” of strengths & needs of families from diverse communities -who’s important, what’s important, relationships
 - Formal
 - Informal
 - Know how others have addressed these issues



Building Cultural Competence



- Effective strategies:
 - Ongoing:
 - Planning
 - Implementation
 - Evaluation
 - Revision of plan
- Persistent focus on key systems & central issues
- Understand specific changes needed

Specific Suggestions

- Allow time for reflection, don't always fill silent spaces
- Engage community leaders and cultural liaisons
- Modify communication methods, processes and materials to respond to individual circumstances
- Provide ongoing training and support in diversity, cultural competence, flexibility
- Provide qualified, trained and prepared interpreters when needed

Implementing Changes to Enhance Cultural Competence



- Bring about changes
- Monitor implementation to make sure improvements take place

The Last (First) Word

- Supporting & empowering diverse family members to participate in decision-making for their children is its own victory, regardless of the specific outcome of any particular effort.
- **Families are in it for the long haul; we must be there, too!**

