DIVERSITY LEARNING EXCHANGE FRAMEWORK TIPS

RELATIONSHIP BUILDING

Characterized by diversity and inclusion, strengthens connections and leads to better results

TRUST
Emerges when people feel safe, valued, respected and supported

SELF-AWARENESS
Seeks to understand diverse standpoints, reflects on self and acknowledges personal bias

ACCEPTANCE
Comes from deep listening and understanding that is free of judgement

COMMUNICATION AND EDUCATION
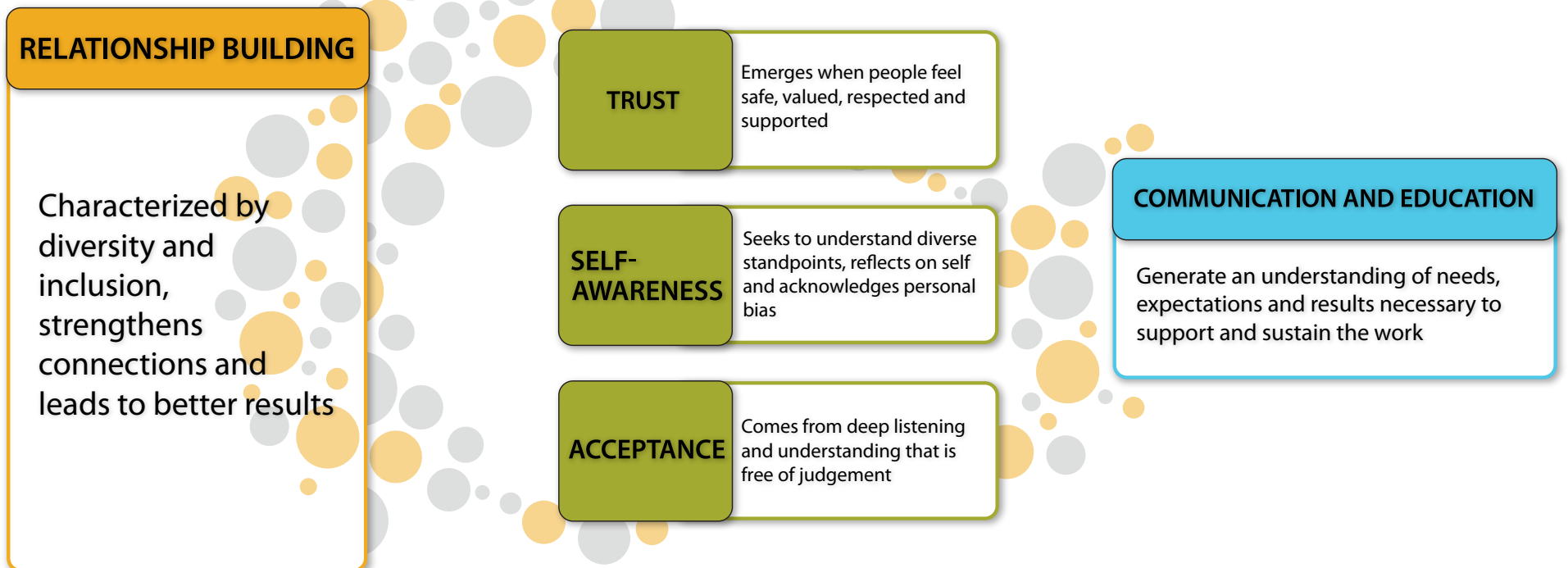Generate an understanding of needs, expectations and results necessary to support and sustain the work

RELATIONSHIP BUILDING

- Be intentional about goal to strengthen connections
- Establish guiding principles
- Tailor outreach for specific groups
- Address barriers
- Embed touchpoints in daily practice
- Extend engagement to multiple stakeholders
- Recognize contributions and efforts
- Bring people together and celebrate accomplishments, small and large
- Close the loop

TRUST

- Create safety for all (e.g. gather in trusted spaces)
- Work with trusted partners in the community
- Be honest and transparent about goals, actions and results
- Adapt processess to increase trust
- Move at the speed of trust
- Be mindful of the impact of history (e.g. previous pilot projects, traumas)

SELF-AWARENESS

- Acknowledge the strengths/challenges of current system
- Recognize the impact of social determinants of health, intersectionality, racism and discrimination on patient outcomes
- Reflect on one's own values, assumptions and biases and enter learning with humility
- Seek to understand the needs of self and others during times of change

ACCEPTANCE

- Recognize the way things are rather than how you or others wish them to be
- Welcome resistance with openess and curiosity
- Suspend judgement and listen deeply
- Acknowledge change is constant and be flexible and ready to adapt

COMMUNICATION AND EDUCATION

- Listen early and often to all who are interested and impacted through the journey
- Share insights and lessons learned bi-directionally
- Use multiple engagement approaches and options
- Increase understanding and capacity for quality engagement
- Assess and recognize the limitations of information gathered (e.g. data sources)
- Encourage people to share their concerns openly
- Use plain language and interpreters
- Share materials ahead of time
- Identify and respond to emerging knowledge and skills gaps
- Develop tools and resources to guide good engagement
- Clarify expectation for all involved

DIVERSITY LEARNING EXCHANGE FRAMEWORK WORKSHEET

INSTRUCTIONS: Identify actions that will bring to life each pillar of the Framework towards enabling the inclusion of a broad spectrum of experiences and insights into healthcare improvement. Complete the sheet *TOGETHER*, as a team, with staff, patients/clients and family members.

RELATIONSHIP BUILDING *characterized by diversity and inclusion, that strengthens connections and leads to better results*

_____
_____
_____
_____
_____
_____
_____

TRUST *emerges when people feel safe, valued, respected and supported*

_____
_____
_____
_____
_____
_____
_____
_____
_____

SELF-AWARENESS *seeks to understand diverse standpoints, reflects on self and acknowledges personal bias*

_____
_____
_____
_____
_____
_____
_____
_____

ACCEPTANCE *comes from deep listening and understanding that is free of judgement*

_____
_____
_____
_____
_____
_____
_____
_____

COMMUNICATION AND EDUCATION *generate an understanding of needs, expectations and results necessary to support and sustain the work*

_____
_____
_____
_____
_____
_____
_____