

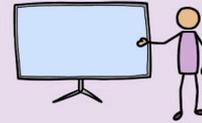


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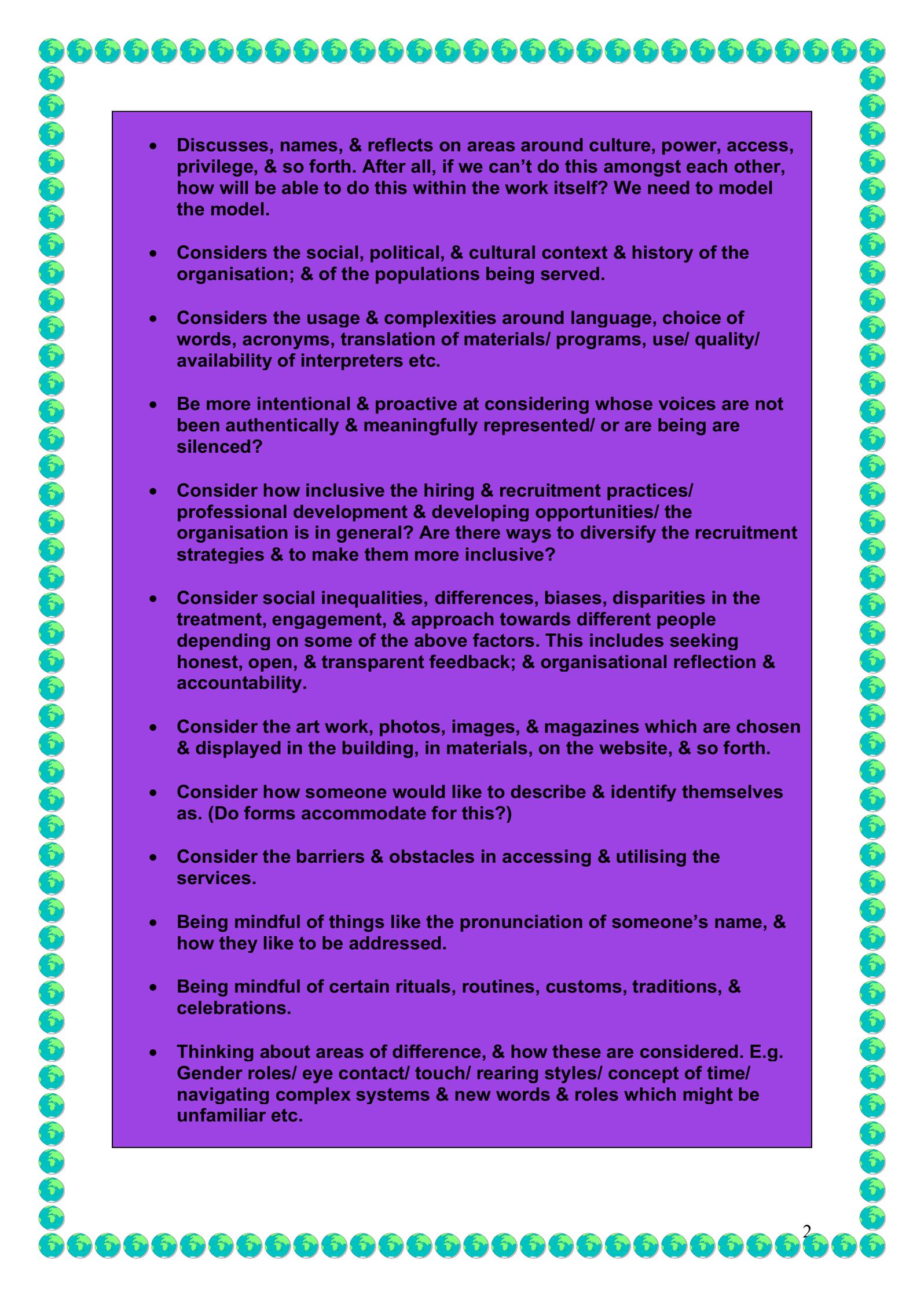
CULTURAL HUMILITY
& RESPONSIVENESS

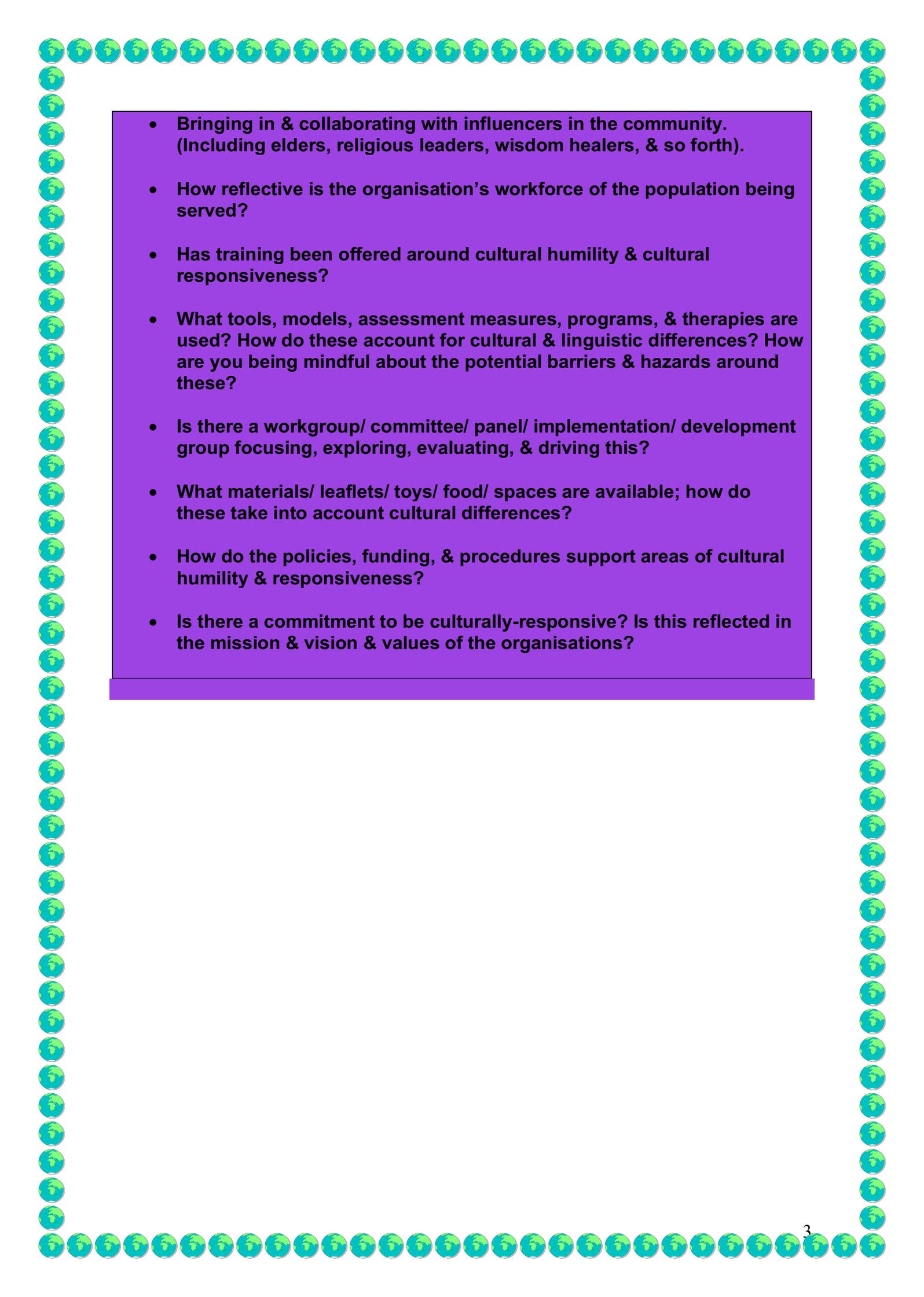


Cultural Humility & Responsiveness

(The below includes some aspects within the area of cultural responsiveness & cultural humility, however, by no means are they exhaustive or prescriptive).

- Cultural humility & responsiveness includes acknowledging, respecting, reflecting on, honouring, taking a position of curiosity, & responding to the intersection of multiple identities (See Sketch note); & of community, collective, social, cultural, structural, institutional, & historical trauma. This might include (not exhaustive) the complex & multi-layered areas of: Slavery/ imperialism/ colonisation/ segregation/ discrimination/ persecution/ genocide/ war/ immigration/ poverty/ oppression/ institutional racism/ micro & macro aggressions/ marginalisation, & so forth.
- Understanding institutional racism & how power imbalances impact the employees & the communities being served. This also considers & reflects on the power differences, positions of power, identity, privilege, & access. Including considering what we might represent/signify/trigger in/for someone else? What assumptions/ beliefs/ expectations/biases/prejudices might there be?
- Being reflective, critical, curious, & reflexive about the lens in which we view the world - including how our own biases, values, judgements, actions, traditions, beliefs, expectations, attitudes, assumptions, & perspectives are based on & influenced by these. This includes our & other's relationship to "help"/ authority/ power/ "illness"/parenting/ sources of help/ engagement/ emotional expression, & so forth.
- This also acknowledges the importance of being curious, open-minded, & interested in a person's own meaning-making & sense-making processes.

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- Discusses, names, & reflects on areas around culture, power, access, privilege, & so forth. After all, if we can't do this amongst each other, how will be able to do this within the work itself? We need to model the model.
 - Considers the social, political, & cultural context & history of the organisation; & of the populations being served.
 - Considers the usage & complexities around language, choice of words, acronyms, translation of materials/ programs, use/ quality/ availability of interpreters etc.
 - Be more intentional & proactive at considering whose voices are not been authentically & meaningfully represented/ or are being are silenced?
 - Consider how inclusive the hiring & recruitment practices/ professional development & developing opportunities/ the organisation is in general? Are there ways to diversify the recruitment strategies & to make them more inclusive?
 - Consider social inequalities, differences, biases, disparities in the treatment, engagement, & approach towards different people depending on some of the above factors. This includes seeking honest, open, & transparent feedback; & organisational reflection & accountability.
 - Consider the art work, photos, images, & magazines which are chosen & displayed in the building, in materials, on the website, & so forth.
 - Consider how someone would like to describe & identify themselves as. (Do forms accommodate for this?)
 - Consider the barriers & obstacles in accessing & utilising the services.
 - Being mindful of things like the pronunciation of someone's name, & how they like to be addressed.
 - Being mindful of certain rituals, routines, customs, traditions, & celebrations.
 - Thinking about areas of difference, & how these are considered. E.g. Gender roles/ eye contact/ touch/ rearing styles/ concept of time/ navigating complex systems & new words & roles which might be unfamiliar etc.

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- **Bringing in & collaborating with influencers in the community. (Including elders, religious leaders, wisdom healers, & so forth).**
 - **How reflective is the organisation's workforce of the population being served?**
 - **Has training been offered around cultural humility & cultural responsiveness?**
 - **What tools, models, assessment measures, programs, & therapies are used? How do these account for cultural & linguistic differences? How are you being mindful about the potential barriers & hazards around these?**
 - **Is there a workgroup/ committee/ panel/ implementation/ development group focusing, exploring, evaluating, & driving this?**
 - **What materials/ leaflets/ toys/ food/ spaces are available; how do these take into account cultural differences?**
 - **How do the policies, funding, & procedures support areas of cultural humility & responsiveness?**
 - **Is there a commitment to be culturally-responsive? Is this reflected in the mission & vision & values of the organisations?**