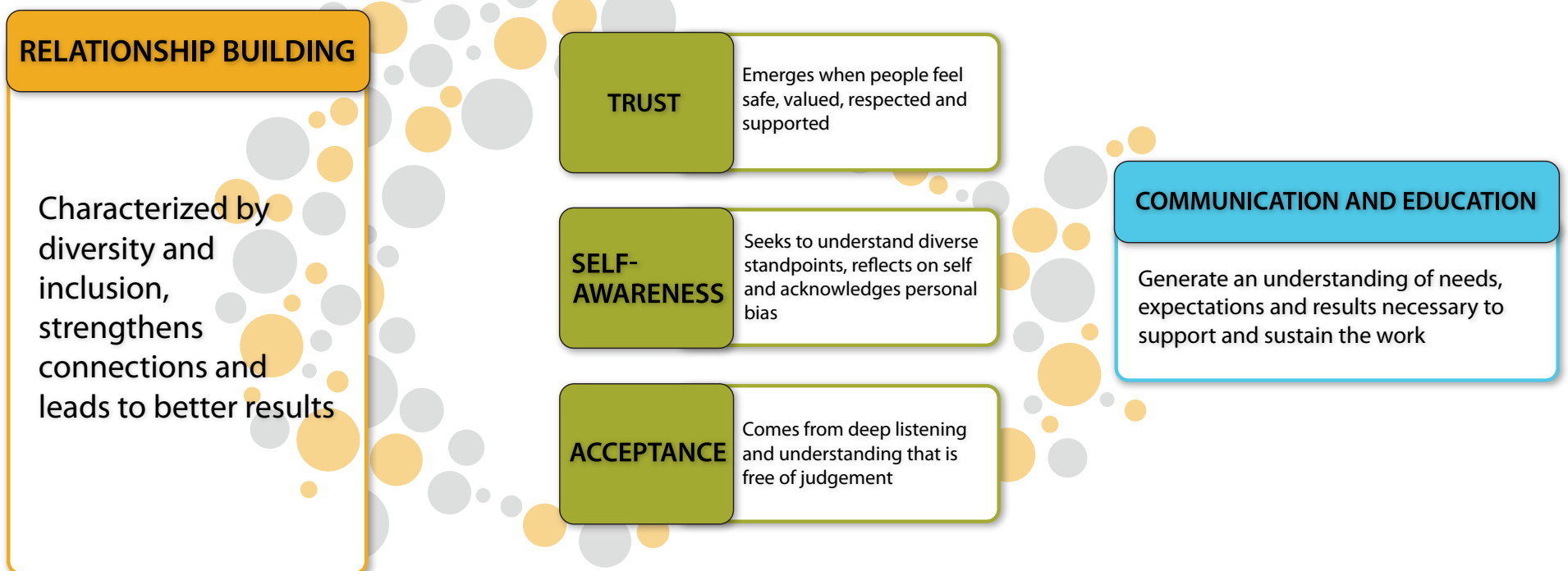


DIVERSITY LEARNING EXCHANGE FRAMEWORK TIPS



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 processes 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 openness 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*
