

# Cultural Intelligence and Developing Community Networks

Tendai Togara

May 2022

## **Breakout One:**

**How can we best communicate with one another given the barriers discussed?**

Cultural Intelligence

# Group 1

- assume and acknowledge people are experts of their situations and not impose ideas on them
- be curious and respectful
- asking questions to allow for someone to talk about their situations (How do you feel about that?)
- We make a lot of assumptions about people we meet (re ethnicity/religion)
- It's important to treat people as individuals, and acknowledging and respecting individuality.
- cultural competence can be conflated with stereotypes. Being genuine and respectful of other people's backgrounds.
- Self awareness - being aware of biases that can play
- What's influencing the conversation

## Group 2

- Ability to listen. And perhaps that we just need to listen and do not need to “solve” any problem.
- Body language; non verbal elements of “listening”. Remembering body language differs with different cultures.
- Empathy - understand other’s situation.
- Sensitivity to other.
- Willing to share (our stories) if expect others to share.
- Aware that we all make assumptions.

## Group 3

- Awareness, understanding of assumptions and acknowledgement - reflective practice
- Active listening
- Respecting everyone's views
- Relax and try to have the same mood
- be prepared to be bold if someone is being unreasonable
- introducing yourself
-

# Group 4

- **Acknowledging and respecting the cultural differences.**
- **Acknowledging our own limitations and having a respectful level of curiosity. Also understanding that everyone has their own story' that may or may not be related to their specific cultural background.**
- **Recognising that there are several layers to people's background i.e. race, culture, language, past trauma etc.**
- **Welcome differences and learn from them everyone has a story**
- **Understanding where we come from and our own cultural biases**
- **Being an "active listener " and be able to respond and reflect respectfully**
- **Being open to opportunities to learn from one another**
- **Always show respect, kindness and patience - treat others as we want to be treated**

# Group 5

**Introduce myself and ask their name.**

**Tell my own story first to start a conversation**

**Full inclusion in everything and then responding as issues emergence, importance of story as an important part of identity. Acceptance without asking questions which may demonstrate an assumption.**

**respect silence/ people will share when ready**

**Ask people what they want/ goals. Draw these out through sharing with humour. Stories and lived experience is only part of someone's identity.**

**Be aware of body language and understanding of different cultural norms.**

**Importance of having some understanding of cultural background and also impact of your own cultural identity.**

**Being aware of context can help.**

**Inclusiveness and nurturing to encourage people to participate.**

**Avoid stereotyping of**

## **Breakout Two**

**Who do you currently network with?  
Are there opportunities there and  
what could they bring to the  
network?**

Developing Networks





**Thank you!**

03 9326 6066  
admin@asrc.org.au  
asrc.org.au

