

What can a supervisor do to take the lead in implementing cultural humility strategies?

...in building collaboratives:

- Work within one's agency to promote the importance of collaborating with community partners.
- Promote informal communication as a way to build relationships with community partners.
- Seek out and involve key partners who are often left out.
- Use meeting skills such as establishing readiness, avoiding use of jargon and encouraging discussion.
- Promote cross-training with community partners.

...in promoting a culture of results and accountability:

- Promote strategies to directly address attitudes and values about cultural differences.
- Get facts and data about client population and services and disseminate in your unit and to other supervisors.
- Put the issue of people's views of using data on the table. Explore concerns about data. Promote the value of ethical use of data and be clear about the limits of data in answering all questions.

...in our direct interactions with other people:

- Model cultural humility in everyday actions.
- Use the skills of active listening, reflecting, reserving judgment and entering the other's world.
- Confront behaviors contrary to cultural humility.

...in promoting a culture of inclusion:

- Use the pie exercise in your unit. If it works use it in a supervisor meeting. Encourage using concepts of Cultural Humility throughout office.
- Encourage and support efforts in the organization to incorporate cultural humility into the organizational culture and climate.
- Include a commitment to cultural humility in the organizational mission and as an important value within the culture and climate.

...in workforce development:

- Recruit and retain employees that reflect values associated with cultural humility.
- Use criteria in promotions, merit increases and other incentives that reward practices consistent with cultural humility.
- Support training on Cultural Humility and Leveraging Diversity.
- Support interventions that are shown to be effective with diverse groups of families, youth and children.