



Relational Engagement: Key Approaches

Name	Description
Cultural Humility	<p>First introduced by Dr. Melanie Tervalon and Dr. Jann Murray-Garcia, cultural humility is a practice recognizing and attempting to correct power imbalances through a “lifelong commitment to self-evaluation and self-critique whereby the individual not only learns about another’s culture, but one starts with an examination of her/his own beliefs and cultural identities.”</p> <p>https://inclusion.uoregon.edu/what-cultural-humility-basics</p>
Person-Centered Communication Skills	<p>One of the keys to person-centered care, person-centered communication emphasizes empathy and focuses on gaining a deep understanding of a person’s wants and needs through active listening, open-ended questions, and thoughtful and evidence-based contributions.</p> <p>https://www.aafp.org/pubs/afp/issues/2017/0101/p29.html</p> <p>https://www.physicianspractice.com/view/how-patient-centered-communication-can-address-maternal-health-inequities</p>
Person-Centered Language	<p>Person-centered language is language that “puts people first” by “respecting the dignity, worth, unique qualities and strengths of every individual,” and understanding that “a person’s identity and self-image are closely linked to the words used to describe them.”</p> <p>https://practicetransformation.umn.edu/practice-tools/person-centered-language/</p>
Intersectionality	<p>Introduced by Kimberlé Crenshaw in 1989, intersectionality is a theory that “recognizes that people’s lives are shaped by their identities, relationships and social factors” and that these “create intersecting forms of privilege and oppression depending on a person’s context and existing power structures.”</p> <p>https://www.unwomen.org/sites/default/files/2022-01/Intersectionality-resource-guide-and-toolkit-en.pdf</p>
Shared Decision-Making	<p>Shared Decision-Making is an approach in which people and providers “work together to make decisions and select tests, treatments and care plans based on clinical evidence that balances risks and expected outcomes with...[a person’s] preferences and values.</p> <p>https://www.healthit.gov/sites/default/files/nlc_shared_decision_making_fact_sheet.pdf</p>
Empathetic Listening	<p>“Empathetic listening builds on the concept of being attentive to better understand another person’s experience” through “engaged curiosity about another’s particular emotional perspective.”</p> <p>https://edhub.ama-assn.org/steps-forward/module/2702561</p>



Relational Engagement: Tools & Methods

Name	Description
Successful Engagement with People who have Lived Experience	<p>The purpose of this workbook is to provide detailed steps for professionals who seek to authentically engage with people who have lived experience to improve policy, services, supports, systems of care, health outcomes, etc. This document provides guidance for setting the stage to create trusting relationships and engage individuals with lived experience at the beginning of your work.</p> <p>https://mchwdc.unc.edu/wp-content/uploads/2022/10/Successful-Engagement-with-People-who-have-Lived-Experience-October-2022.pdf</p>
Compassion Toolkit	<p>This toolkit was created to enhance your existing compassion practices and inspire new ways of expressing compassion, individually or as a team. It offers new ways to optimize our relationships, health and well-being both inside and outside of work.</p> <p>https://bewell.stanford.edu/wp-content/uploads/2021/12/Compassion Toolkit BeWell 2021 113021.pdf</p>
Community Co-Design Tools + Tactics	<p>This document is meant for practitioners or organizations hoping to implement a community co-design engagement process for the development of a place, program, or initiative. The primary purpose of this toolkit and process is to provide the information needed to explore a co-design process within your own community.</p> <p>https://dmc.mn/wp-content/uploads/2022/01/Community_CoDesign_Booklet.pdf</p>
Liberating Structures	<p>Liberating Structures provide an alternative to conventional structures that are either too inhibiting (presentations, status reports and managed discussions) or too loose and disorganized (open discussions and brainstorm) to creatively engage people in shaping their own future. The website offers an alternative way to approach and design how people work together, including a menu of thirty-three Liberating Structures to replace or complement conventional practices.</p> <p>https://www.liberatingstructures.com/</p>
Stanford d.School Resources	<p>The d.School, popularized by their design thinking methodologies, curated a collection of resources from our classes and workshops for you to explore. Use these activities, tools, and how-tos as a starting point — we hope you’ll hack them for whatever challenge you’re working on.</p> <p>https://dschool.stanford.edu/resources</p>
IDEO – The Field Guide to Human-Centered Design	<p>In 2009, IDEO designed and launched the HCD Toolkit, a first-of-its-kind book that laid out how and why human-centered design can impact the social sector. The Field Guide is the latest in IDEO.org’s suite of teaching tools and a step forward in sharing the practice and promise of human-centered design with the social sector.</p> <p>https://www.designkit.org/resources/1.html</p>
NACCHO Guide to Prioritization Techniques	<p>This document serves as a guide and provides five widely used options for prioritization including guidance on which technique best fits the needs of your agency, step-by-step instructions for implementation, and practical examples.</p> <p>https://www.naccho.org/uploads/downloadable-resources/Gudie-to-Prioritization-Techniques.pdf</p>



Mindset and Self-Awareness for Relationship-Building

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Self-Awareness	Self-Awareness is a practice of self-reflection that involves a continued attempt to “understand what shape[s ones’] own attitudes and behaviors.” https://socialworklicensemap.com/blog/self-awareness-how-to-avoid-judgment-when-helping-others/
I Never Thought of It That Way: How to Have Fearlessly Curious Conversations in Dangerously Divided Times	Mónica Guzmán’s book shows readers how to bring curiosity and courage to even the most difficult conversations across America’s polarized political divide with actionable tools for navigating challenging disagreements. https://www.penguinrandomhouse.com/books/691561/i-never-thought-of-it-that-way-by-monica-guzman/
The Lies That Bind: Rethinking Identity	Kwame Anthony Appiah’s book explores the nature and history of the identities that define us and challenges our assumptions about how identities work. Appiah interweaves keen-edged argument with vibrant narratives to expose the myths behind our collective identities. Elaborating a bold and clarifying new theory of identity, this book will transform the way we think about who—and what—“we” are. https://wwwnorton.com/books/9781631495977
I’m Just Saying: A Guide to Maintaining Civil Discourse in an Increasingly Divided World	Milan Kordestani’s book shows readers that although challenging conversations can be unpleasant, they can also help us grow. Kordestani uses contemporary case studies and personal experience to teach readers how to have constructive conversations by engaging in civil discourse—the idea that good-faith actors can reach consensus on any opinion-based disagreement. https://www.simonandschuster.com/books/Im-Just-Saying/Milan-Kordestani/9780757324505
Think Again: The Power of Knowing What You Don’t Know	Adam Grant’s book examines the critical art of rethinking: learning to question your opinions and open other people’s minds, which can position you for excellence at work and wisdom in life. Grant investigates how we can embrace the joy of being wrong, harness the surprising advantages of impostor syndrome, bring nuance to charged conversations, and build schools, workplaces, and communities of lifelong learners. https://adamgrant.net/book/think-again/
The Rules of Civil Conversation	This downloadable and customizable poster highlights eight rules of civil conversation. https://therulesofcivilconversation.org/
WordUP! ~ In Spite Of	Ayeme K. Owona’s book helps readers build personal resilience with a focus on embracing challenges as opportunities for growth. Owona shares creative space with readers, inviting them to journal and express themselves while connecting to the importance and value of empathy and community. https://www.amazon.com/WordUP-Spite-Ayeme-K-Owona/dp/B0CHLB5DBF