

# Cultural Humility at Work

Challenge your and others' biases and prejudices in the workplace. Print this card out and place by your workstation as a reminder that cultural humility is an everyday, lifelong process that requires bravery, empathy and open and respectful crucial conversations.



## Create a safe space:

Recognize biases in the workplace, including micro-aggressions, prejudices and -isms. Use the “oops” and “ouch” method. If you say something that you subsequently wish to take back, you are encouraged to say “oops”. If you feel hurt, offended, or negatively impacted by something someone else says or does, you are encouraged to say “ouch”. If necessary, there can be further dialogue about this exchange.



## Engage in open and crucial conversations:

Invite people into a dialogue that prioritizes a common purpose and benefit to all parties involved rather than correcting or labeling. Ask open ended questions and be empathetic towards the responses; be curious about others experiences. Ask the other person to give their own interpretation, present your interpretation as a hypotheses rather than fact, and imply that you could be wrong.



## Listen for what matters and self-reflect:

Pay attention to a person's words, what's important to them and not what you think you want to hear. Check your prior assumptions with the information you are hearing. Ask yourself: How do I know what I know? Is an early experience conditioning me into wrong assumptions about similar but different situations?



## Advocate:

Recognize that your advocacy and allyship can help transform culture and norms in the workplace. The Diversity and Equity Council (DEC) serves as a forum to address issues of cultural humility, equity, inclusion and diversity. If you notice a practice or policy that is excluding of cultural groups, open a dialogue about it at the DEC.

Designed by the Office of Diversity and Equity in San Mateo County.

For more info visit: [www.smchealth.org/bhrs/ODE](http://www.smchealth.org/bhrs/ODE)

Adapted from Melanie Tervalon & Jann Murray-Garcia Cultural Humility Framework



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# Cultural Humility and Leadership

Acknowledge that power and privilege exists in relationships. As a leader it is important to understand how this impacts your staff. Print this card out and place by your workstation as a reminder that cultural humility is an everyday, lifelong process that requires bravery, empathy and open and respectful crucial conversations.



## Model lifelong learning and self-reflection:

Practice principles of cultural humility for your staff by understanding and respecting different points of views and challenging both personal and institutional biases. Ask yourself: What biases may be impacting your decisions about the team, priorities and resources?



## Engage in difficult crucial conversations:

Engage with others humbly, authentically, and from a place of learning. Learn to have difficult conversations with staff and to give/receive real time feedback. Uphold staff to the values of respect and cultural humility.



## Practice inclusive leadership:

As a manager or supervisor you are inherently in a position of power. Don't just acknowledge the power imbalance but also challenge its impact. Especially in the context of race, ethnicity, class, linguistic capability, and sexual orientation, managers or supervisors must repeatedly identify areas where cultural humility and inclusion need to be prioritized. Involve others in decision making by asking for their input.



## Advocate for diversity and staff development:

Advocate for opportunities, policies and procedures that promote well-being, engagement and development for diverse staff. Ask your staff: what do they want and need to thrive at work?

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