

# Connecting Banks and Communities Through Cultural Agility

## Workshop Facilitation & Discussion Guide

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# Becoming a Change Agent

## Intrapersonal

- Be aware of and respect any differences between yourself and the other person.
- Ask yourself what difference those differences may make.
- Be aware of your emotions, behavior and body language and the subtle interpersonal signals that you are sending to the other person.
- Be aware of your assumptions, cultural norms and hot buttons.
- What are the benefits in them talking with you?

## Interpersonal

- Asking questions to clarify the other person's point of view.
- Listening carefully to their responses. Pay attention to the feelings and behaviors being expressed or communicated by the other person as well as their spoken words.
- Repeating back what you heard them say and ask if your understanding is correct.
- Empathizing with the other person's position and feelings without necessarily agreeing with them.
- Identifying issues clearly and concisely. Remaining flexible.
- Trying to agree on what the problem is.
- Trying to negotiate a win –win solution.

## Organizational

- Develop an understanding of different perspectives of diverse communities.
- Pinpoint and respond to organizational barriers.
- Build a diverse and inclusive culture.

# **Personal Development Plan**

- 1. What do I need to start doing?**
- 2. What do I need to continue doing?**
- 3. What do I need to stop doing?**