

How to Have Culturally Sensitive Conversations

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Let's All Get — **UNCOMFORTABLE!** Let's learn, practice, and teach the following steps and strategies daily for having successful culturally sensitive conversations:

- U**nleash a growth mindset that welcomes diversity and inclusion on all levels.
- N**ever allow your toxic emotions, thoughts or triggers to emerge during the conversation.
- C**ommunicate clearly and concisely with good, genuine, and accepting intentions.
- O**rganize your thoughts, be mindful, and speak with attentive care.
- M**aintain a calm and kind vocal tone.
- F**eel the conversation while respecting, understanding, and accepting differences.
- O**mit all sarcasm, judgment, assumptions, or microaggressions.
- R**eact and respond with empathy, sensitivity, mindfulness, and productive engagement.
- T**ell, teach, and educate others - in positive ways - about your or another person's culture.
- A**cknowledge your discomfort and transparently communicate it to the other person.
- B**e committed and willing to learn outside of your culture, perspective, experiences, and comfort zone.
- L**isten with your whole body, and if you do not know or understand — appropriately ask.
- E**ncourage healthy dialogue, sharing, and feedback throughout the conversation.

For detailed information on Ty Howard's **virtual Diversity and Inclusion** training programs and keynote presentations, visit: <http://bitly.com/TyUTKDI>