



*Valorie Burton,  
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# Choosing Cultural Humility, Racial Empathy, and Resilience:

*Coach yourself to be a part of the solution*

Hosted by **Ohio** | Bureau of Workers'  
Compensation



# Why Coaching & Positive Psychology

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are resilience tools for  
diversity, inclusion and  
belonging.



# Resilience DEFINED



## What is Resilience?

The ability to:

- Bounce back from setbacks.
- Thrive, grow and be effective in the face of adversity, challenges and change.

Resilient people think differently. They have a level of psychological capital and mental toughness that enables better performance and leadership under stress.



# Self-Coaching is a Resilience Skill

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Pause.

Ask.

Reflect.

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Think of our time today as a coaching session.



# What is Cultural Humility?

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**Cultural humility** is the ability to maintain an interpersonal stance that is other-oriented (or open to others) in relation to aspects of **cultural** identity that are most important to the person.

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# What enables Cultural Humility?



- » A lifelong commitment to **self-evaluation** and **self-critique**
- » A desire to **fix power imbalances** where none ought to exist
- » A willingness to **develop partnerships with people and groups who advocate for others**  
(Tervalon & Murray-Garcia, 1998)




# What happens when there is a lack of cultural humility?

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- Distrust
- Weakened bonds of teamwork
- Lower standard of care for some patient groups
- Disengagement
- Decreases in contributions, creativity, and performance
- Decreased sense of belonging





FITTING IN  
*is not*  
BELONGING.

BRENÉ BROWN

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Research shows that “belonging,” the sense of being accepted, valued and fully welcome, impacts:

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- Stress level
- Motivation
- Persistence
- Performance
- Well-being





What happens when there is

# Cultural Humility?

- Increased trust between patients and healthcare providers
- Higher rates of recovery and longevity
- Consistency of care across populations
- Greater understanding, communication and personal growth



# What should I ask

## of Myself?

- What is my culture and how does it influence the ways I view and interact with others?
- What are other cultures like and what strengths do they have?
- How can I help the team I'm a part to move toward greater inclusion and equity?





What are the building blocks of

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# Cultural Humility?



# Building Blocks of Cultural Humility

## Self-Awareness

*What is it like to work with me?*

*What is my comfort zone when it comes to diversity, inclusion and belonging?*

## Humility

*What can I learn?*

*What information am I missing?*

## Empathy

*What is it like for the other person?*

*What are the person's strengths, interests, and challenges?*

*What would it look like to choose racial empathy in this situation?*

## Curiosity

*What confuses or intrigues me?*

*If I traded judgement for curiosity, what assumptions might I let go of?*

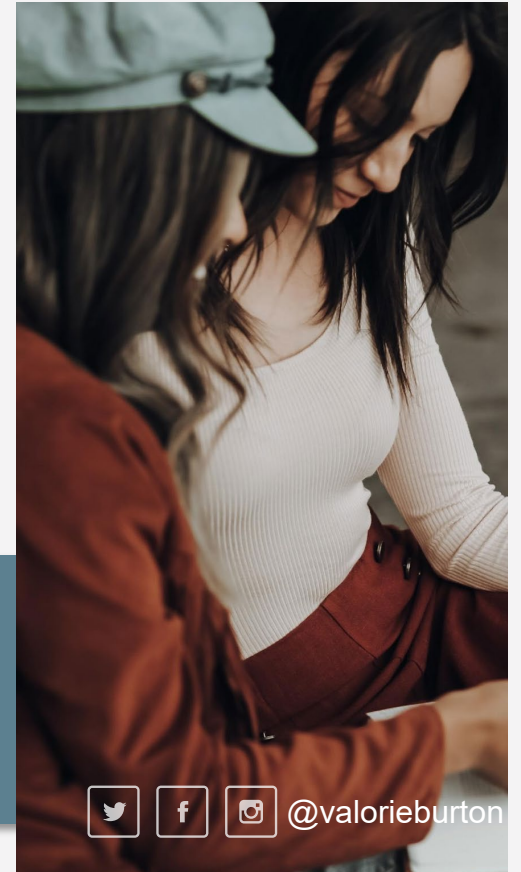
## Courage

*What is one step I could take outside of my comfort zone?*



When you ask the right questions,  
**You get the right answers.**

- *Pause*
- *Ask*
- *Answer (honestly)*
- *Act*

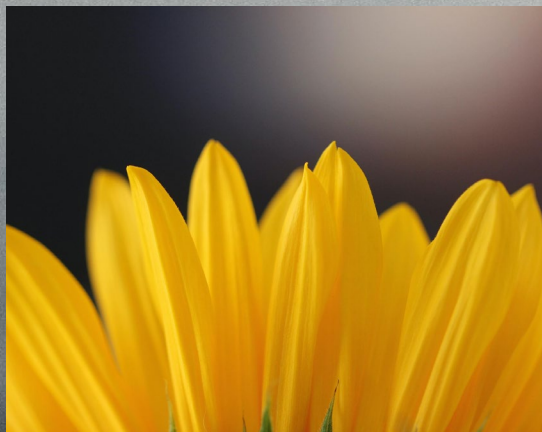




# Set a Cultural Humility Goal

On a scale of 1-10, how culturally humble are you?

What could you do differently to increase that number?

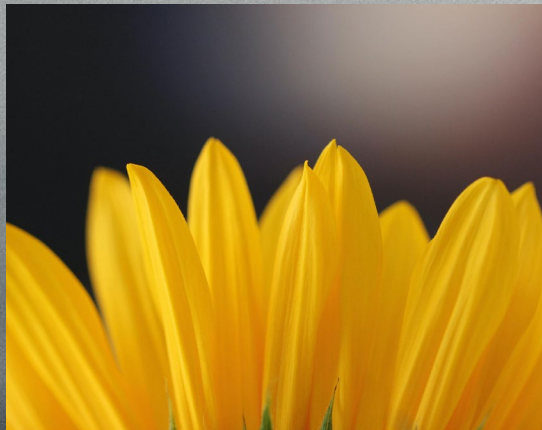




# Foster Belonging

Who on your team might need a greater sense of belonging?

Who among your patients feels a lesser sense of belonging?

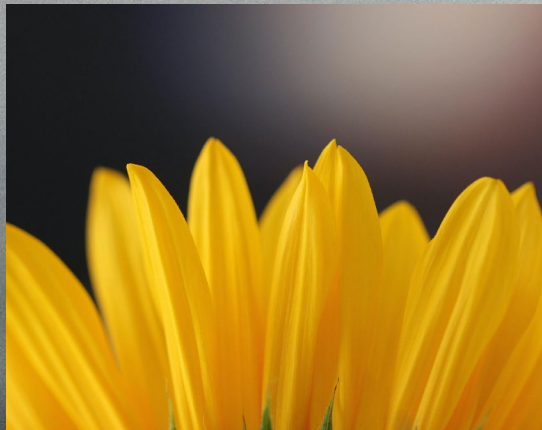




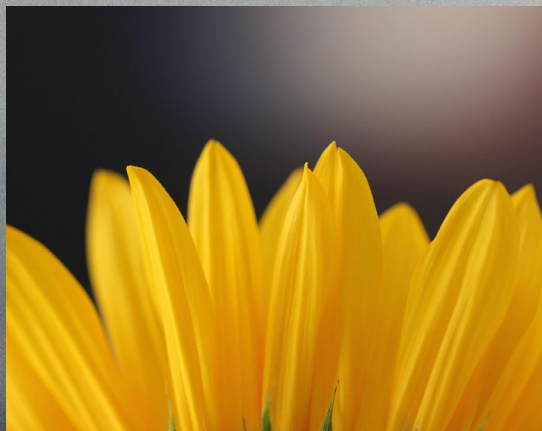
# Get Curious

How do you know when you belong?

What might create a sense of not belonging?







# Be Honest

What makes the topic of diversity, inclusion and belonging comfortable or uncomfortable?

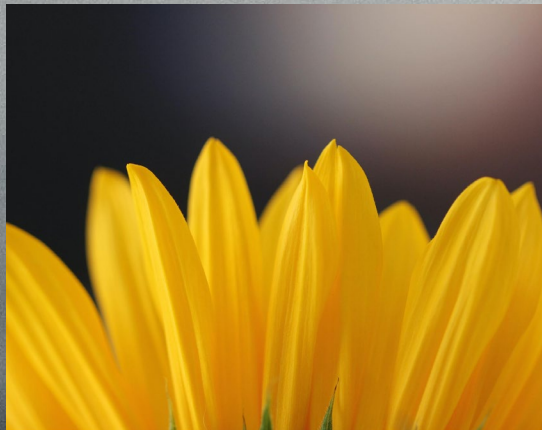
If you stepped into the shoes of the person most culturally different than you, what might you see differently?

If you are honest, what might you need to change?





# Replenish Your Reserves



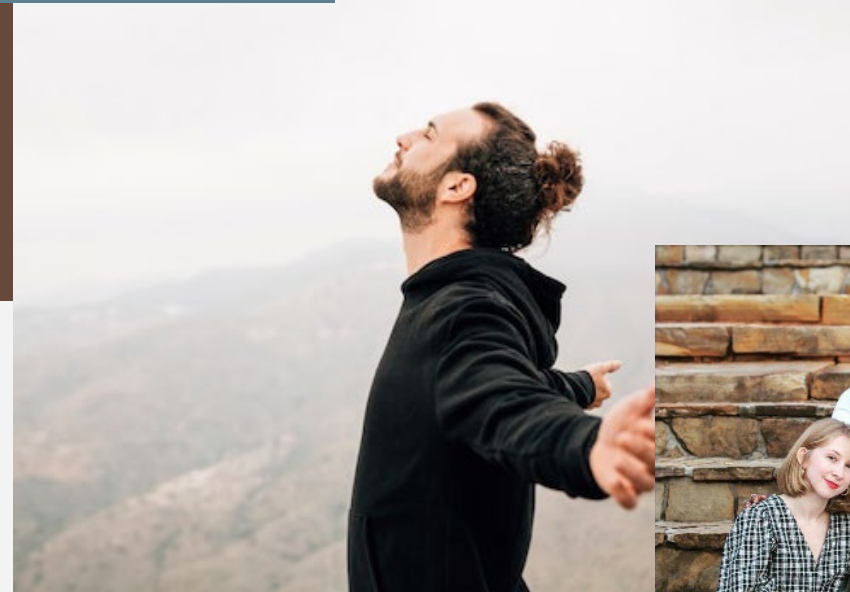
How can I boost my self-care?

What will I do to cultivate joy?



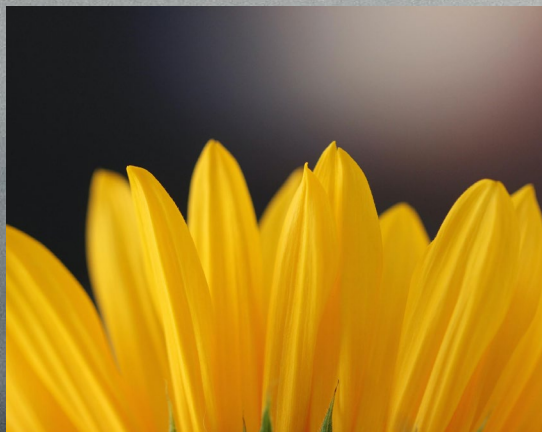
# Happiness Triggers

- Movement
- Service
- Anticipation
- Purpose
- Financial Savvy
- Play
- Smiling
- Gratitude
- Connection
- Flow
- Relaxation
- Winning Words
- Savoring





# Coach Yourself...



Looking back a few years from now, what will you wish you had done?

