### LET'S DISCUSS CULTURALLY COMPETENT ENGAGEMENT

WITH SHANESE ANNE



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**Presentation By Shanese Steele** 

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I am an Afro-Indigenous activist, educator and writer who has been committed to equity work for over 13 years. The founder of Shanese Anne Consulting and the non-profit The Aazhganan Project, I have worked tirelessly to create bridges between Black, Racialized and Indigenous people living in what we now call Canada. I have also committed my time to educating community on 2SLGBTQAI+ people, global Indigenous issues, equity, anti-Black racism, anti-oppression and other marginalized and social justice issues.





## **GROUP AGREEMENT**

- "I" STATEMENTS.
- Confidentiality.
- NEVER DISCOUNT THE EXPERIENCES OF **OTHERS**.
- TAKE CARE OF YOURSELF.
- SHARE THE MICROPHONE.
- RESPECT BOUNDARIES.
- WORK THROUGH GUILT.
- USE THE RAISE HAND FUNCTION





## WHAT IS CULTURAL COMPETENCY?



## WHAT IS IT?

Cultural competency, also known as cultural competence or cultural proficiency, refers to a set of knowledge, skills, attitudes, and behaviors that enable individuals and organizations to effectively interact with people from diverse cultural backgrounds. It is an essential concept in fields such as healthcare, education, social work, and business, as it helps ensure that services and interactions are respectful, sensitive, and responsive to the unique cultural values, beliefs, practices, and needs of individuals or communities.





### **KEY COMPONENTS OF CULTURAL COMPETENCE INCLUDE:**

- Cultural Awareness: Being aware of one's own cultural biases, values, and beliefs, and recognizing the existence of cultural differences.
- Cultural Knowledge: Acquiring knowledge about different cultures, including their history, traditions, customs, and worldviews.
- Cultural Skills: Developing the ability to communicate and interact effectively with people from diverse cultures, which may involve language proficiency, active listening, and the ability to adapt communication styles





### KEY COMPONENTS OF CULTURAL COMPETENCE INCLUDE:

- 5. Cultural Respect: Demonstrating respect for the cultural identities and preferences of others, avoiding stereotypes, and valuing diversity.
- 6. Cultural Sensitivity: Sensitivity to the cultural norms, taboos, and etiquette of different groups, and the ability to adapt behaviour accordingly.
- 7. Cultural Competence in Practice: Applying cultural competency principles to provide culturally appropriate services, make informed decisions, and address the unique needs of individuals or communities.





## WHY IS IT NEEDED?

Cultural competency is essential for promoting equity, reducing disparities, and fostering inclusive and respectful interactions in a multicultural society. It is an ongoing process that requires selfawareness, continuous learning, and a commitment to improving one's ability to work effectively with diverse populations.





## WHO COINED IT?

The term "cultural competence" was initially introduced in a 1989 research paper authored by mental health scholars Terry L. Cross, Barbara J. Bazron, Karl W. Dennis, and Mareasa R. Isaacs. This paper centered on child treatment and highlighted how the absence of cultural competence among healthcare organizations and personnel can result in unequal care. Subsequently, cultural competence training has gained prominence, especially within healthcare and human service organizations, including government agencies.

Numerous medical institutions and research endeavours have come to acknowledge the significance of cultural competence in ensuring that all patients receive fair and unbiased care. This recognition is supported by empirical evidence revealing substantial disparities in medical care access and treatment outcomes stemming from cultural distinctions, even when economic factors like patient income and health insurance are taken into account.





# **HOW DOES IT FIT ELSEWHERE?**

Cultural competence is a valuable concept that extends beyond the medical field and can be applied effectively in various sectors for several reasons:

- Diverse Workforces: Many organizations employ a diverse workforce with employees from various cultural backgrounds. Cultural competence helps create a harmonious work environment, fosters inclusivity, and reduces conflicts among employees, ultimately leading to improved teamwork and productivity.
- Customer and Client Relations: Businesses and service providers interact with customers or clients from diverse backgrounds. Understanding and respecting the cultural values, beliefs, and preferences of clients can enhance customer satisfaction, improve communication, and build trust, which is crucial for customer loyalty and business success.
- Globalization: In today's interconnected world, businesses and organizations often operate on a global scale. Cultural competence is essential for international business relations, negotiations, and collaborations. It enables organizations to navigate cultural differences and adapt their strategies to succeed in diverse markets.





## **HOW DOES IT FIT ELSEWHERE?**

- Education and Training: Cultural competence is relevant in education, where teachers and educators encounter students from diverse backgrounds. Being culturally competent helps educators create inclusive learning environments, tailor teaching methods to diverse student needs, and promote better educational outcomes.
- Social Services and Nonprofits: Organizations that provide social services or work with vulnerable populations, such as refugees, immigrants, or marginalized communities, benefit greatly from cultural competence. It ensures that services are tailored to the specific needs of these groups and delivered with sensitivity and respect.
- Legal and Criminal Justice System: Cultural competence is crucial in the legal and criminal justice sectors to ensure equitable access to justice. It helps lawyers, judges, and law enforcement officers understand the cultural context of cases, which can impact decision-making and fair treatment.





## **HOW DOES IT FIT ELSEWHERE?**

- Human Resources and Diversity Initiatives: HR departments often focus on diversity and inclusion. Cultural competence is essential in recruitment, retention, and employee development efforts. It ensures that policies and practices are fair and respectful of all employees, regardless of their cultural backgrounds.
- Media and Entertainment: Cultural competence is important in the media and entertainment industry to avoid perpetuating stereotypes and misrepresentations of different cultures. It promotes diversity in storytelling and content creation.
- Government and Public Policy: Cultural competence is relevant in government and public policy development to address the needs and concerns of diverse communities. It ensures that policies are inclusive and responsive to cultural diversity.

Cultural competence is a versatile and valuable skill that can enhance interactions, relationships, and outcomes in various sectors beyond healthcare. It fosters inclusivity, respect, and understanding, contributing to the success and effectiveness of organizations and services in an increasingly diverse world.





# DISCUSSION

WHY DO YOU THINK CULTURAL **COMPETENCE IS IMPORTANT?** 





Cultural competence is critically important when engaging in international development and humanitarian work for several key reasons:

Respect and Dignity: Cultural competence ensures that aid workers and development professionals approach the communities they serve with respect for their values, traditions, and ways of life. It helps prevent cultural insensitivity, which can inadvertently demean or disrespect the people and cultures being assisted.

Effective Communication: Effective communication is fundamental in any development or humanitarian effort. Cultural competence facilitates meaningful and respectful communication with local communities. It enables aid workers to listen, understand, and respond to the unique needs, concerns, and perspectives of the people they are assisting.





**Trust Building:** Building trust with local communities is essential for the success of international development and humanitarian projects. Cultural competence helps establish trust by demonstrating a genuine interest in and respect for local cultures and traditions. Trust is often a prerequisite for community participation and cooperation.

**Cultural Considerations:** Cultural factors can significantly impact the success or failure of development initiatives. A culturally competent approach allows organizations to tailor their programs and interventions to align with local customs, beliefs, and practices. This increases the likelihood of acceptance and sustainability of projects.

Conflict Avoidance: Cultural misunderstandings or insensitivity can sometimes lead to tensions or conflicts in humanitarian or development contexts. Cultural competence helps mitigate these risks by promoting understanding and harmonious relationships within communities and between aid organizations and local stakeholders.





**Local Empowerment:** Cultural competence aligns with principles of community empowerment and ownership. It emphasizes involving local communities in decision-making and project implementation. When communities feel heard and respected, they are more likely to actively engage in and take ownership of development initiatives.

**Adaptation and Flexibility:** Different cultures may have unique needs and priorities. Cultural competence encourages flexibility and adaptability in project planning and implementation. It allows development and humanitarian organizations to adjust their strategies to better meet local requirements.

**Conflict Resolution:** In regions affected by conflict or post-conflict situations, cultural competence is essential for mediating disputes and fostering reconciliation. Understanding the cultural context of conflicts can lead to more effective conflict resolution efforts.





**Long-Term Sustainability:** Culturally competent programs are more likely to be sustainable over the long term. When development initiatives are aligned with local values and practices, they are more likely to be embraced by the community and integrated into their daily lives.

**Ethical Considerations:** Cultural competence aligns with ethical principles in international development and humanitarian work, including the principle of "do no harm." It helps organizations avoid inadvertently causing harm through culturally insensitive actions or interventions.

Cultural competence is a foundational aspect of ethical, effective, and sustainable international development and humanitarian work. It promotes respect, understanding, and collaboration with the communities being served, ultimately leading to more successful and impactful projects.





## INTERSECTIONAL



Cultural competence can be intersectional when it recognizes and addresses the complex and interconnected ways in which individuals and communities experience multiple layers of cultural identity and diversity simultaneously. Intersectionality acknowledges that people's identities are not defined by a single aspect, such as race or gender, but rather by the interplay of various factors, including race, ethnicity, gender, sexual orientation, socioeconomic status, age, ability, religion, and more. Here's how cultural competence can be intersectional.



**Multiple Dimensions of Identity:** Intersectionality recognizes that individuals belong to multiple identity groups simultaneously. For example, a person may identify as a Black, Muslim, LGBTQ+ woman with a disability. Cultural competence should acknowledge and respect all these facets of a person's identity and the unique experiences and challenges associated with each.

**Overlapping Experiences**: People with intersecting identities often experience discrimination, bias, and privilege in complex and overlapping ways. Cultural competence should consider how these intersecting identities impact an individual's experiences and needs. For instance, a Latina woman may face different challenges compared to a white woman or a Latino man.

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**Tailored Support:** Cultural competence should provide support and services that are sensitive to the intersectionality of individuals' identities. This means recognizing that individuals from the same cultural or ethnic background may have different needs and experiences based on their other intersecting identities. Services should be customized accordingly.

> Inclusivity and Representation: In organizations, policies, and practices, cultural competence should reflect diverse perspectives and experiences, not just focus on one-dimensional approaches. This involves ensuring that leadership, decision-making, and representation are inclusive and representative of the intersecting identities within a community or workforce..



**Addressing Disparities:** Intersectional cultural competence should aim to address disparities and inequalities that exist at the intersections of identity. For example, healthcare disparities may disproportionately affect individuals with intersecting marginalized identities, and cultural competence in healthcare should aim to rectify these disparities.

> **Advocacy and Allyship:** Intersectional cultural competence encourages communities with intersecting identities. This includes advocating for policies and practices that consider the unique needs of these communities



- individuals and organizations to be effective allies to marginalized and working in solidarity with them.



## UNPACKING YOU





## **SELF-AWARENESS**

Unpacking one's positionality is a crucial step toward achieving equity in international development and humanitarian work. Positionality refers to an individual's social and cultural location, including their identities, experiences, and perspectives, which can shape how they perceive and interact with the world.

Self-Awareness in this work is extremely important. Understanding your own positionality allows you to become more self-aware. It helps you recognize the biases, privileges, and assumptions that may influence your perceptions and decisions. This self-awareness is essential for avoiding inadvertent harm and fostering equitable practices.





## ITS IMPORTANT TO UNPACK THESE 4 THINGS

Here's what we need to remember when thinking about equity.

POSITIONALITY

WHO?

CONNECTION



#### PRIVILEGE







#### **STARTING WITH YOURSELF IS ALWAYS IMPORTANT!**

Before you choose to work with or in community, it is important to take a moment to reflect on who you are. Without self-reflection we can engage in harmful • What are my lived experiences? behaviours when attempting to be in solidarity with others.

- impede on my ability to help? • Who and where are my communities? • Is my relationship reciprocal?



- What trauma or personal issues could
- Things to think about:

### **HOW ARE WE CONNECTED** CONNECTION

#### **EVEN WHEN WE BELONG TO A COMMUNITY** THERE IS SO MUCH DIVERSITY WITHIN IT.

After you have reflected on who you are and what your lived experiences are, its important to think about connections. Regardless of whether or not we belong to a community we want to be in solidarity with, we are always connected to those around us.

- How am I connected to this movement? In what ways have I been in relationship
- with this community?
  - How is my community connected to
- them?



Things to think about:





#### **PRIVILEGE IS SOMETHING WE ALL HAVE ACCESS TO**

Regardless of who we are and where we come from. we all have access to some form of privileges. Its important to reflect on how your positionally within society shapes how you interact with the community.

- How have I used my privilege in the
  - past?
- In what ways has my privilege allowed me to ignore oppression?
- What privileges do I hold?



Things to think about:



### WHAT ARE YOUR REASONS? \_\_ W H Y ?

#### SOMETIMES OUR REASONING CAN BE SIMPLE, EITHER WAY IT'S IMPORTANT TO ACKNOWLEDGE WHY.

When engaging with community, its important to ask yourself why? Why do you want to take on equity work within community? What are the reasons for your engagement?

- care?
- beliefs?



#### Things to think about: • Am I doing this out of guilt? • Do I think this will make me look good? • Am I doing this because I genuinely

 Does their mission align with my <u>30 of 57</u>

## INCORPORATING FRAMEWORKS



### ΗΟΨ ΤΟ ΜΑΚΕΙΤ: ΑΝΤΙ- R Α C I S Τ

Incorporating anti-racist frameworks into cultural competence is essential for creating inclusive and equitable environments in various contexts, including education, healthcare, workplaces, and community organizations. Combining cultural competence with anti-racist principles helps individuals and organizations actively work against racism and discrimination while promoting cultural sensitivity and understanding.

Examine Implicit Bias: Cultural competence training should include discussions and activities that help individuals recognize their implicit biases, including racial biases. By acknowledging and addressing these biases, individuals can begin the process of dismantling prejudiced attitudes and behaviors.







**Structural Racism:** Introduce the concept of structural racism, which refers to the ways in which systems and institutions perpetuate racial inequalities. Understand how cultural competence can be a tool for addressing and dismantling these structural inequalities.

> Anti-Racist Language: Encourage the use of anti-racist language that challenges stereotypes and promotes respect. Cultural competence training should emphasize the importance of respectful and inclusive language and discourage the use of racial slurs or derogatory terms.

**Bias Mitigation Strategies:** Equip individuals with practical strategies for mitigating bias and racism in their daily lives. This can include techniques for interrupting biased comments, promoting inclusive practices, and advocating for racial equity.







Incorporating decolonial frameworks into cultural competence is crucial for addressing the legacy of colonialism and its ongoing impact on cultural norms, values, and power dynamics. Decolonial approaches challenge the Eurocentric and colonial perspectives that have historically dominated cultural competence efforts. Here's how you can integrate decolonial frameworks into cultural competence:

**Deconstruct Cultural Hegemony**: Challenge and deconstruct the cultural hegemony of Western or colonial worldviews. Recognize that what is often seen as "normal" or "universal" is often rooted in Eurocentric perspectives. Encourage participants to question these assumptions.







**Reclaiming Indigenous Knowledge:** Acknowledge and celebrate Indigenous knowledge systems, practices, and traditions. Encourage the revitalization and preservation of Indigenous languages and cultural practices.

> Land and Environmental Justice: Recognize that colonialism often involves the displacement and exploitation of Indigenous communities from their ancestral lands. Incorporate discussions on land and environmental justice as part of cultural competence training.

**Honour UNDRIP:** The United Nations Declaration on the rights of Indigenous Peoples outlines several ways governments, organizations, corporations and individuals can respect, support and honour Indigenous peoples locally, nationally and globally





### HOW TO MAKE IT: INCLUDE FEMINISM

Incorporating feminist frameworks into cultural competence involves recognizing and addressing the ways in which gender intersects with culture, identity, and power dynamics. This approach emphasizes gender equity, women's rights, and the experiences of individuals of all genders within diverse cultural contexts. Here's how you can integrate feminist frameworks into cultural competence:

**Feminist History and Thought:** Explore the history and contributions of feminist movements in different cultural contexts. Highlight how feminism has influenced social and cultural norms, particularly in relation to gender roles and equality.






Gender Roles and Expectations: Analyze traditional gender roles and expectations within different cultures. Discuss how these roles can limit or empower individuals and consider how they intersect with other cultural norms.

> **Gender-Based Violence:** Address issues related to gender-based violence and discrimination within cultural contexts. Promote awareness of the prevalence and impact of violence against women and marginalized gender groups.







## LET'S TALK HISTORY





# DISCUSSION

HOW DO YOU THINK INTERNATIONAL **DEVELOPMENT AND HUMANITARIAN** WORK HAS HAD COLONIAL **UNDERTONES?** 



## **COLONIAL UNDERTONES**

International development and humanitarian work, despite their noble intentions of alleviating suffering, have often carried with them colonial undertones that reflect historical power imbalances, paternalism, and Eurocentric biases. These undertones are deeply rooted in the historical context of colonialism and continue to influence these fields today in various ways.

> **Historical Legacy:** International development and humanitarianism emerged during the colonial era when Western powers exerted control over large parts of Africa, Asia, and other regions. These initiatives often served colonial agendas, reinforcing the belief in the superiority of Western values and practices.





# **COLONIAL UNDERTONES**

**Power Dynamics:** Colonialism was characterized by a power imbalance where colonizers held authority and made decisions for colonized peoples. Similarly, international development and humanitarian work have often been marked by power imbalances, with Western donors and organizations exerting significant control over projects and resources in developing countries.

**Imperialist Assumptions:** Many early development projects operated under the assumption that Western models of governance, economy, and education were universally superior. This attitude has perpetuated a top-down approach in which Western experts prescribe solutions without sufficient consideration for local context and perspectives.

**Dependency and Neocolonialism:** Some development efforts have inadvertently fostered dependency on Western aid and resources, creating a new form of neocolonialism. This dependency can disempower local communities and perpetuate a cycle of unequal power relations.





Historical examples of problematic international development and humanitarian work serve as important lessons, highlighting the need for critical self-reflection, accountability, and ethical considerations in these fields. Here are some notable instances:

Forced Cultural Assimilation in Indigenous Boarding Schools (Late 19th - Early 20th Century): Former and Current British colonies around the globe, often with support from missionary groups, established boarding schools for Indigenous children with the goal of assimilating them into Western culture. These schools forcibly separated children from their families, suppressed indigenous languages and cultural practices, and imposed Western norms. The result was profound cultural trauma and loss for Indigenous communities.

> Food Aid Dumping (Various Instances): The donation of surplus food aid from Western countries to developing nations has sometimes led to negative consequences. Surplus food dumped into local markets can undermine local agriculture and harm local farmers' livelihoods.







**Structural Adjustment Programs (1980s - 1990s):** The International Monetary Fund (IMF) and the World Bank imposed structural adjustment programs on developing countries. These programs mandated austerity measures, privatization of public services, and trade liberalization as conditions for financial assistance. Critics argue that these policies exacerbated poverty and inequality in many countries and favoured Western economic interests.

White Saviour Complex in Africa (Ongoing Issue): The phenomenon of Western individuals and organizations portraying themselves as saviours in Africa has perpetuated stereotypes, reinforced colonial attitudes, and undermined local leadership and initiatives. It has led to unequal power dynamics and ineffective development efforts.



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## PATERNALISM & INFANTILIZATION

International development and humanitarian work can, at times, perpetuate paternalism and the infantilization of indigenous nations and communities, which undermines their autonomy, self-determination, and agency. This issue arises from a range of historical, cultural, and systemic factors.

**Assumption of Cultural Inferiority**: Paternalistic attitudes often stem from an assumption of cultural superiority on the part of Western actors. This can result in the belief that Western knowledge and practices are superior to indigenous traditions, undermining the value of indigenous cultural heritage.

**Top-Down Approaches:** Many development projects are designed and implemented using a top-down approach, with decisions made by external experts or donors. This approach can sideline the knowledge, needs, and priorities of indigenous communities, reinforcing the perception that they cannot be trusted to make their own decisions.





### POWER DYNAMICS



### WHAT CAN IT LOOK LIKE?

Power dynamics play a central role in international development and humanitarian work, influencing decision-making, resource allocation, and the overall impact of these efforts. Understanding these power dynamics is crucial for creating more equitable and effective development and humanitarian interventions.

**Donor-Recipient Power Imbalance:** One of the most evident power dynamics is the imbalance between donor countries or organizations and recipient countries or communities. Donors often hold the financial resources and decision-making authority, which can influence the direction of projects and programs. Donor countries also have decision making around whether or not a program will continued and the perceived need, or lack-there-of, for the program.

**Resource Allocation:** Decisions about how resources are allocated within development projects can reflect power dynamics. Unequal distribution of resources may favour certain groups or interests, leaving marginalized populations underserved.





### WHAT CAN IT LOOK LIKE?

**Data and Information Disparities:** Information disparities exist, with Western organizations often controlling the flow of data and research. This can limit the ability of local communities and governments to access critical information for decision-making.

**Bureaucratic Hurdles:** The administrative and bureaucratic processes involved in obtaining funding and aid can be complex and favor organizations with greater resources and capacity. This can exclude smaller or local organizations from participating in development and humanitarian efforts.







### **ADDRESSING IT**

Addressing power dynamics in international development and humanitarian work requires a concerted effort to promote equity, local ownership, and community participation. Strategies to mitigate power imbalances include:

- Empowering local communities and governments to lead and make decisions about their own development.
- Supporting capacity-building initiatives to strengthen the ability of local organizations to participate effectively.
- Advocating for greater transparency, accountability, and ethical standards in the aid sector.
- Encouraging partnerships and collaboration between Western organizations and local actors.
- Ensuring that development and humanitarian efforts align with the principles of human rights and social justice.

Ultimately, recognizing and addressing power dynamics is essential for creating development and humanitarian interventions that are respectful, effective, and responsive to the needs and aspirations of the communities they aim to serve.





### DO'S AND DON'TS





Engaging with globally Racialized and Indigenous communities through international development and humanitarian work requires a nuanced and culturally sensitive approach. To build positive relationships and ensure effective, respectful, and equitable interactions, here are some basic do's and don'ts:

- Cultural Humility: Approach communities with cultural humility, acknowledging that you may not fully understand their experiences, values, and traditions. Be open to learning and continually seek to expand your cultural competence.
- Active Listening: Actively listen to the concerns, priorities, and aspirations of the community members. Give them a platform to share their perspectives and engage in meaningful dialogue.
- Build Trust: Prioritize trust-building through transparent communication and follow-through on commitments. Trust is essential for successful engagement.
- Local Partnerships: Collaborate with local organizations and leaders who have a deep understanding of the community's needs and can help facilitate relationships.







- Community Participation: Involve the community in decision-making processes related to development projects or humanitarian initiatives. Ensure they have a say in the design, implementation, and evaluation of programs.
- Respect Local Knowledge: Recognize and value local knowledge and traditional practices. Indigenous communities often possess invaluable insights about their environment and sustainable resource management.
- Cultural Sensitivity: Be culturally sensitive in your actions and communication. Avoid imposing Western values or norms on the community. Learn about and respect local customs, traditions, and protocols.







- Prioritize Local Solutions: Support locally-led solutions that are contextspecific and sustainable. Encourage communities to identify and implement solutions that align with their own goals.
- Capacity-Building: Invest in capacity-building initiatives to strengthen the skills and capabilities of local organizations and individuals. This empowers communities to take control of their own development.
- Ethical Storytelling: If sharing stories or information about the community, obtain informed consent and ensure that narratives are accurate, respectful, and do not perpetuate stereotypes.





### THE DON'TS

- Saviour Complex: Avoid adopting a saviour mentality. Do not approach the community with the belief that you alone can solve their problems.
- Paternalism: Do not engage in paternalistic practices that undermine the autonomy and self-determination of the community. Respect their ability to make decisions for themselves.
- Cultural Appropriation: Steer clear of cultural appropriation by refraining from adopting or commodifying elements of the community's culture without permission or understanding.
- Tokenism: Do not tokenize community members or engage them only for symbolic purposes. Ensure their voices are genuinely heard and considered in decisionmaking.





### THE DON'TS

- Ignoring Power Dynamics: Acknowledge and address power imbalances in your interactions. Be aware of the influence of your organization or identity and strive to mitigate any undue influence.
- Disregarding Local Leadership: Respect local leadership structures and traditional authorities. Consult with community leaders and elders to gain insight and approval for your initiatives.
- Assuming Uniformity: Avoid making assumptions about all members of the community based on stereotypes or limited interactions. Recognize diversity within the community.





### THE DON'TS

- **Short-Term Thinking:** Focus on sustainable, long-term solutions rather than quick fixes. Development and humanitarian work should aim for lasting positive change.
- Inadequate Consultation: Do not make decisions that affect the community without consulting them thoroughly. Ensure that their input is genuinely considered.
- Inflexibility: Be flexible and adaptable in your approach. Do not rigidly adhere to preconceived ideas or plans if they do not align with the community's needs and aspirations.





### QUESTIONS





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