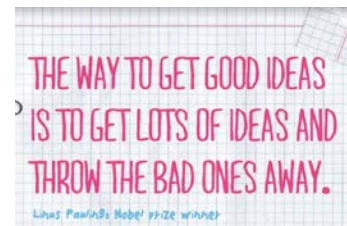


Tools



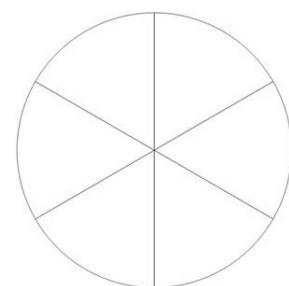
1. Quick think

Briefly describe a situation. Start a brainstorm of options. The aim is to generate a large number of options and record all of them.



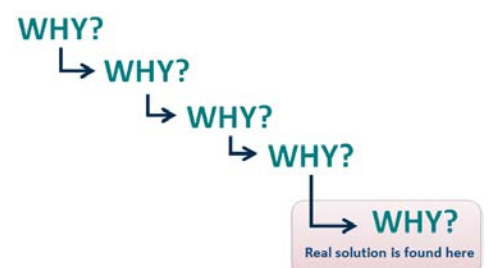
2. Pie Chart

Think of all the factors influencing the problem. List them and then draw the amount of influence that they are having on the situation by allocating them a 'slice of the pie'.



3. The Five Whys

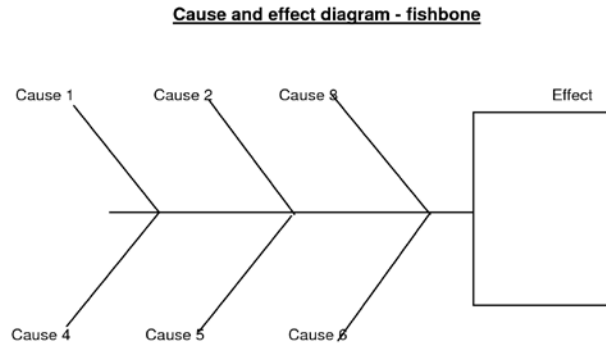
The Japanese model of asking why 5 times when confronted by a problem: by the fifth 'why' you have probably covered the range of causes.



4. Fishbone

Identify the 'head':
the main problem you are investigating.

Then draw the 'backbone':
everything that causes the problem to occur.



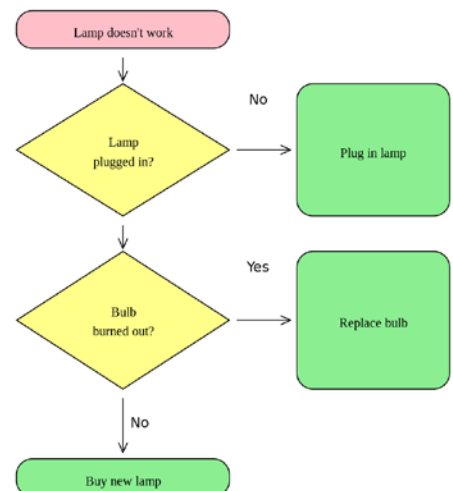
5. Drawing the metaphor

Sometimes we can think of the problem in metaphoric or pictorial terms (eg: a storm, a mountain in fog, Alice's wonderland).

As you draw the picture, describe the various elements of the issue.

6. Flow Chart

Show diagrammatically the steps of a process over time: identify the barriers, and develop solutions to address those barriers



Choose 2- 3 of the above methods and trial it on a problem you are experiencing.

1. Which method worked best? Why?
2. Could using a couple of methods work in conjunction with one another?

Considering Diversity

[Return to Resource 3.5 The RCP and The Spirituality of the Society.](#)



What do you think it means to embrace diversity?

What was one of the striking aspects of the picture?

How can our Conferences represent the multicultural face of God?

DIVERSITY CHECKLIST

Use this checklist to consider how diverse your Conference or Council is.

- The leadership of our organisation is multi-age and multicultural.
- We make special efforts to cultivate new leaders, particularly younger people and people of diverse backgrounds.
- Our mission, approach and service reflect the contributions of diverse cultural and social groups.
- We are committed to fighting social oppression within the organisation and in our work in the community.
- Members of diverse cultural and social groups are full participants in all aspects of our organisation's work.
- Speakers from any one group do not dominate meetings.
- There is sensitivity and awareness regarding different religious and cultural holidays, customs, recreational preferences, and food preferences.
- We communicate clearly and people of different cultures and ages feel comfortable sharing their opinions and participating in meetings.
- We do not tolerate the use of stereotypes and prejudicial comments.
- Ethnic, racial, ageist, and sexual slurs or jokes are not welcome.

Identify areas for improvement:

Reference: <http://ctb.ku.edu/en/table-of-contents/culture/cultural-competence/culturally-competent-organisations/tools>

Considering Diversity

Diversity and your local community

- Who lives in your community right now?
- What kinds of diversity already exist?
- Are the different cultural groups recognised and appreciated?
- What can the Society do in your community to be more inclusive and accepting of diversity?



Blocks to Culturally Effective Communication

ETHNOCENTRISM

Inability to accept another culture's world view. ("My way is best.")

DISCRIMINATION

Differential treatment of an individual due to minority status, actual and perceived. ("We just aren't equipped to serve people like that.")

STEREOTYPING

Generalising about a person while ignoring the presence of individual differences. ("She's like that because she's Asian - all Asians are.....")

CULTURAL BLINDNESS

Differences are ignored and one proceeds as though differences do not exist. ("There's no need to worry about a person's culture - if you're sensitive you'll do OK.")

CULTURAL IMPOSITION

Belief that everyone should conform to the majority. ("We know what's best. If you don't like it you can go elsewhere.")

Concepts for bridging cultural differences (ETHNIC)

- **E**veryone has a culture.
- **T**ake time to collect relevant cultural information.
- **H**alt all judgments.
Be careful about interpreting culturally different behaviour.
- **N**otice and negotiate differences in understanding.
- **I**nvolve cultural resources as appropriate.
- **C**ollaborate to develop objectives and strategies.

Consider this...

Perspectives on Youth



Think back to what you were doing in your teens.

What was:

1. What was important to you? Why?
2. What was your strength?

Then ... Think back to what you were doing in your 30's.

What was / is:

1. What was important to you? Why?
2. What was your strength?

Now ... Ask yourself, what is:

1. What was important to you? Why?
2. What was your strength?



Hearing a Young Person's Perspective...



Interview a young person (between ages 14 and 30) about volunteering for a charity. Use the four questions below and note the young person's responses.

*It can be your child, grandchild, niece or nephew, neighbour, etc...
Phone interviews are fine.*

1. What are your interests and passions?

2. What would motivate you to get involved in volunteering for a charity?

3. What would motivate you to continue to be involved?

4. What support would you need/expect to work effectively from the people in the charity?

Reflection on what you heard

1. What did you hear that sounds similar to your experience?

2. What surprised you?

3. What insight did it give you on how to attract younger members and volunteers to engage with the Society?

4. What will you do to support a younger person in the Society?



CREATING A BRIGHTER FUTURE: IMPLEMENTING OUR VALUING YOUTH STRATEGY Frequently Asked Question (FAQ)

1. What makes Valuing Youth so exciting?

This is an exciting opportunity for members, volunteers and employees to work together to develop and try new initiatives they are passionate about.

Over the last 2 years the Society has embarked on a journey to discuss and reflect on the role of young people in the Society today and in the future. Throughout each stage of the consultation, it was clear that in all our work the people we assist always come first and by enabling people of all ages to fully contribute we can serve them better.

Extensive consultation and collective wisdom of over 250 members, volunteers and employees across NSW identified that:

We have the opportunity to make a real difference in breaking the cycle of disadvantage by giving people a hand up.

To deliver on our Mission & Vision:

- **Our processes and delivery models will be more flexible and responsive;**
- **People of all ages will be working together collaboratively in all aspects of the Society's activities;**
- **Our people will be supported and developed through organisational pathways that enhance leadership and strengthen delivery.**

The following 5 key areas have been identified as critical for the Society's future.

To help make these actions a reality, we've established action groups (which we call circle groups) focused on:

- Flexible Conference Models
- Welcoming and Pathways
- Collaboration and Communication
- Schools Engagement
- Programs for Children

To make this successful we need your skills, experience and energy to make things happen.

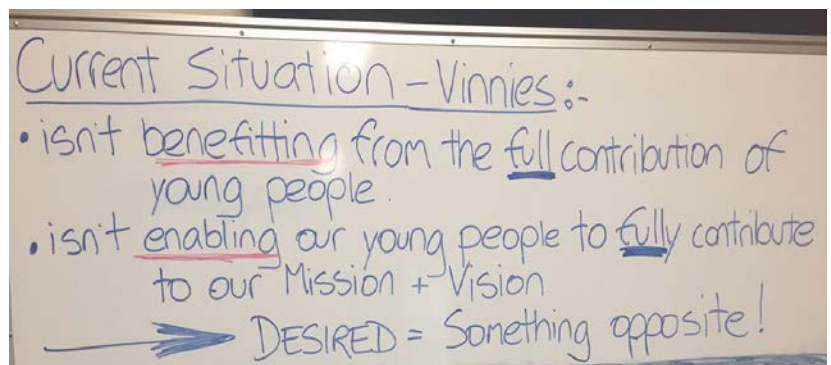
2. What's happened so far?

2016 July - Circle Group Gathering: At the end of July we brought over 50 passionate members, volunteers and employees together at a workshop in Sydney. This marked the set up day for the circle groups and provided them with an opportunity to identify and plan their priority initiatives.

2016 September, November and December -

Circle Consolidation Days: To strengthen the team cohesion within the circles participants are invited to attend Circle Consolidation Days.

2017- Circle Alignment Days: In 2017 Circle Alignment Days will be held for the circles to present their activities, progress and next steps while also keeping communication channels open with the initiative support structures of the Steering Group and Project Promotions Team.



3. What actions are the circle groups now taking?

This is a summary of the focus actions of the 5 circle groups:

1. **Flexible Conference Model:** Assess level of interagency interaction in specific regions within Parramatta, Sydney and Broken Bay Central Councils and identify ways to increase this.
2. **Welcoming and Pathways:** Develop buddy systems and review the welcoming letter for new conference members and volunteers.
3. **Schools Engagement:**
 - Survey stakeholders in Wollongong CC about their schools engagement process.
 - Develop transition pathways for school students from primary>high school> university> ongoing Society involvement.
4. **Programs for children:** Assess existing programs for children (with outcomes for children at forefront) beginning with a Central Councils questionnaire.
5. **Collaboration and Communication-** Pilot an online collaboration and communication tool to enhance collaboration in and between circle groups.

4. What are the opportunities for me to contribute?

There are two main ways you can get involved:

Circle Groups – a great way for you to get involved!

Circle groups are action groups, focused on trying and piloting new initiatives in the 5 key areas. These groups are made up of passionate people who are working together to develop and pilot new initiatives. The idea is to start small, try new things and build upon learnings and successes.

You are welcome to join! You will be supported by a circle group coordinator and welcomer who will connect you with the group.

Project Promotion Team – is a dedicated group of people who communicates and promotes Valuing Youth and creates a sense of urgency and excitement about the opportunities it presents. This team helps to recruit members for the Circle Groups.

5. Who is invited to join a circle group?

All Members, Volunteers and Employees of all ages, backgrounds and experiences are invited to join a group. The main ask is that you contribute to the activities of that action group; you do not need to be nominated or hold a specific leadership role or position of responsibility to join an action group.

6. What should I expect as a member of a circle group?

You will be asked to:

- Reconvene for the next Circle Consolidation Day or Circle Alignment Day.
- Make an active contribution to the goals of the circle through taking steps to achieve your action.
- Participate in regular communication outside the initial face to face meetings. Everyone will contribute in a different way and we want to be flexible in enabling everyone to contribute.

You will be provided with:

- An opportunity to collaborate with people from across the state who are passionate about progressing action in a similar area.
- Development opportunities for you to enhance your skills and ability to achieve the action group priorities.
- Support from the Circle Coordinator and Policy and Member and Volunteer Services Department at State Support Office.

7. Will I need to travel to Sydney? How will participation from regional locations be supported?

- In the early stages, you will be asked to attend face to face opportunities (in Sydney).
- The circles work on their actions and plan their next actions outside of the face to face meetings.
- Circle are also encouraged to use technology to support more flexible participation to ensure all participants can actively contribute.



St Vincent de Paul Society
good works



Embracing Youth and Diversity

1. Learning from leadership's missing manual
https://www.ted.com/talks/fields_wicker_miurin_learning_from_leadership_s_missing_manual?language=en 16.35 minutes.
Leadership doesn't have a user's manual. This TED talk tells stories of remarkable, local leaders who work in unique, diverse settings
2. Building Culturally Competent Organizations
<http://ctb.ku.edu/en/table-of-contents/culture/cultural-competence/culturally-competent-organizations/main>
3. Vinnies Youth QLD Programs
<https://www.youtube.com/watch?v=hfJgSw3Nta8> 4 min and 3 seconds
4. Fishbone diagram in a snapshot
<http://www.bing.com/videos/search?q=fishbone+tool&&view=detail&mid=F362A7A5CEFC7E41515EF362A7A5CEFC7E41515E&FORM=VRDGAR> 1 minute
5. Multicultural vision for the St Vincent de Paul Society in USA
<http://www.svdpusa.org/multicultural/Mission-Vision>

USA envision the collaboration of people and partners worldwide by listening and responding to the ideas and perspectives of every creed and culture united in our effort to end poverty. They are inclusive and appreciate the differences of others in their strategy to increase diverse leadership. They will represent the multicultural face of God as a model of inspiration and motivation and strive to include all as their global viewpoint.

6. Leadership's missing manual
Stories of remarkable, local leaders



Watch the following 16-minute video:

https://www.ted.com/talks/fields_wicker_miurin_learning_from_leadership_s_missing_manual/transcript?language=en

Type: **ted talk leaders missing manual** into your search engine

In this video you will hear stories of diverse people who inspired the presenter because they show what is possible when you change the way you look at the world.

These stories profile leaders who have built bridges, and they've walked across them. The leaders have a sense of the great arc of time and their tiny place in it. They know people have come before them and will follow them. And they know that they're part of a whole, that they depend on other people. It's not about them, but it has to start with them.