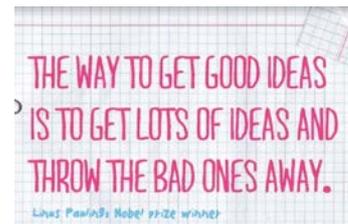


Tools



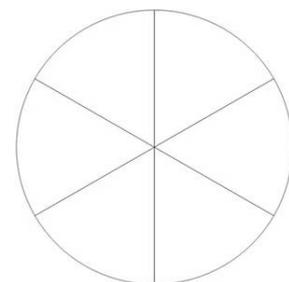
1. Quick think

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



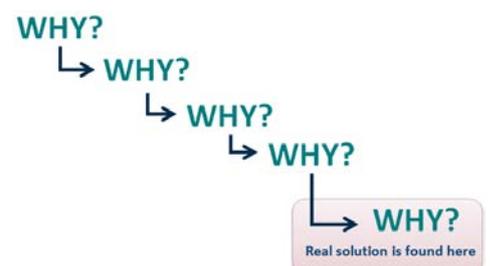
2. Pie Chart

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

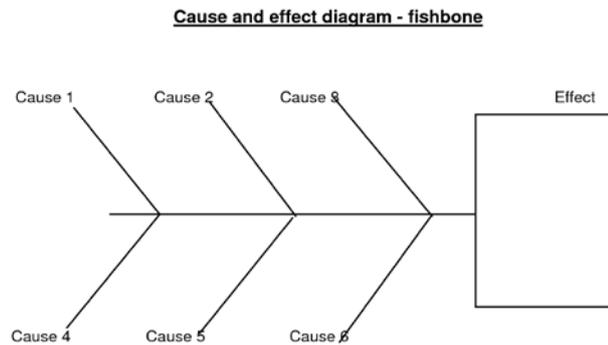
The Japanese model of asking why 5 times when confronted by a problem: by the fifth 'why' you have probably covered the range of causes.



4. Fishbone

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

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



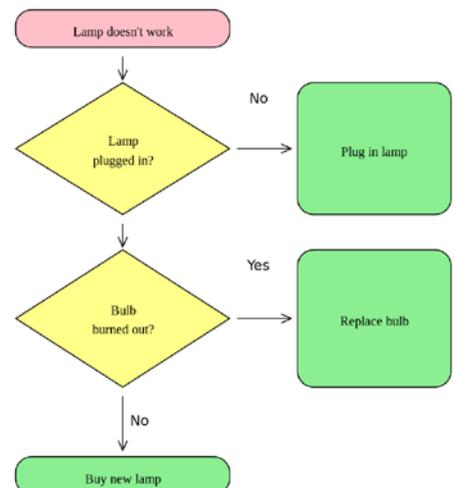
5. Drawing the metaphor

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



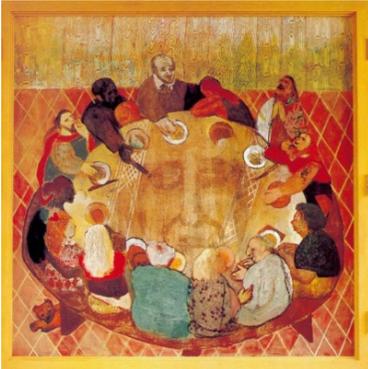
Choose 2- 3 of the above methods and trial it on a problem you are experiencing.

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)

- **Everyone** has a culture.
- **Take** time to collect relevant cultural information.
- **Halt** all judgments.
Be careful about interpreting culturally different behaviour.
- **Notice** and negotiate differences in understanding.
- **Involve** cultural resources as appropriate.
- **Collaborate** 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?



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.