

# Discovering the Keys to: Handling Multiculturality in Care



# What is Handling Multiculturality in Care?





# Why is HMC important?

- Work life out of balance
- Financial, family, marital, medical issues
- 33% making ends meet
- Morning/evening commute





# Leading Diversity

## Culture of Trust

- Straight Talk - No BS
- Psychological Safety
- “Got your six”



TRUST

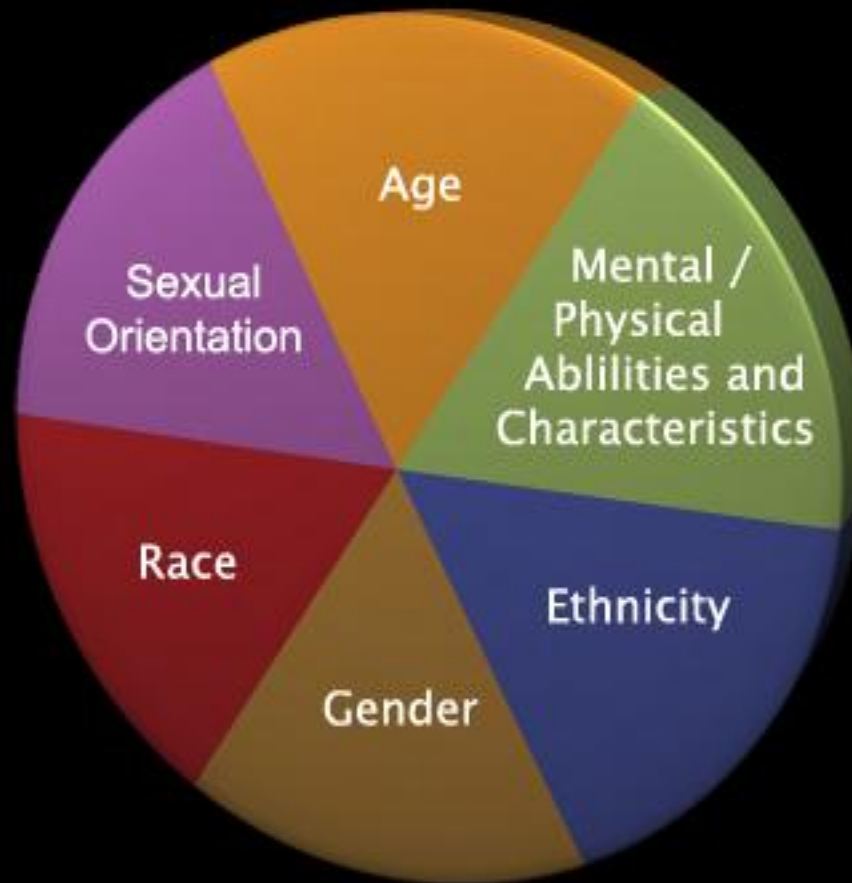
Takes years to build,  
seconds to break and  
forever to repair.



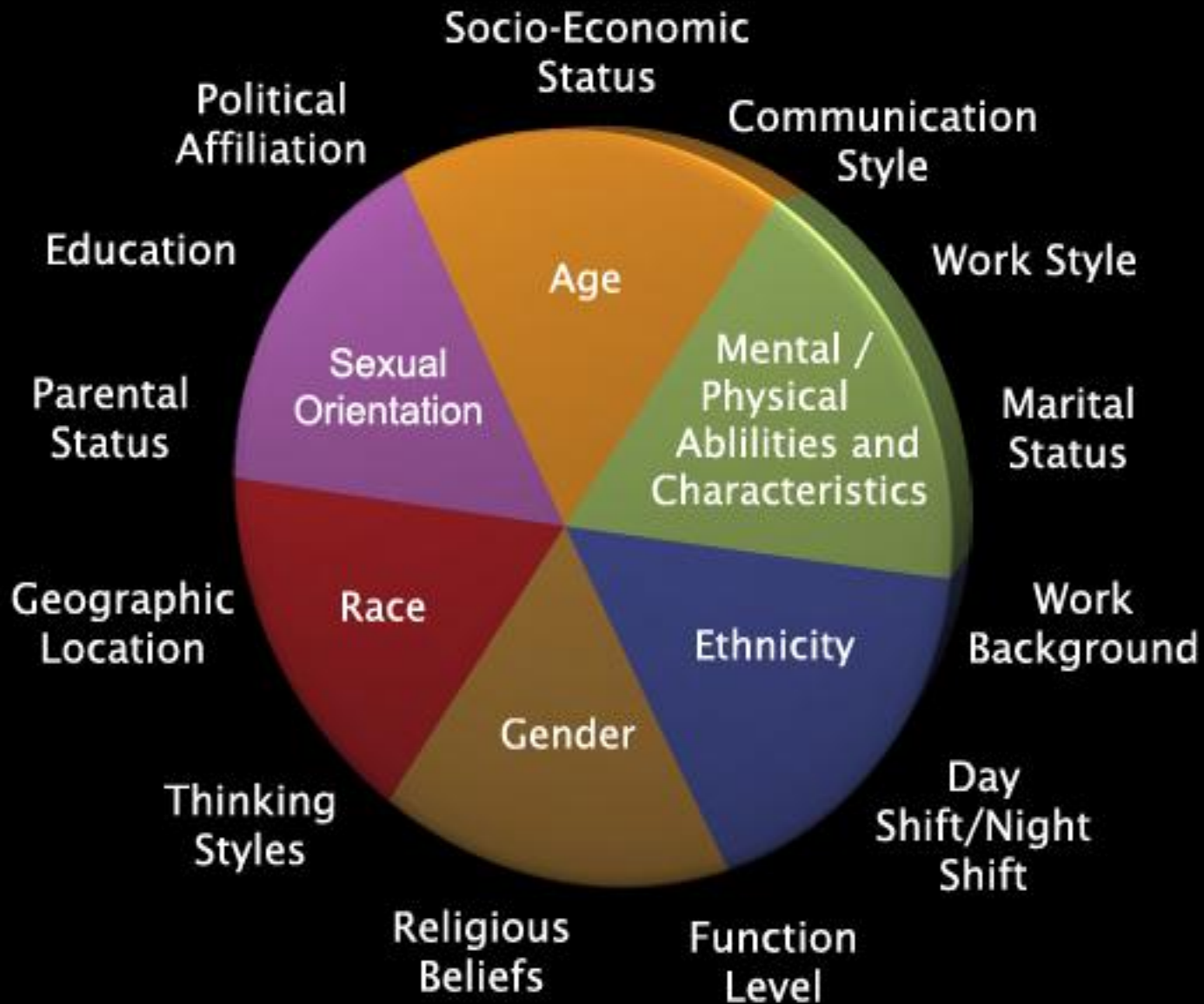
***What makes us who we are?***

***What factors colour our  
perceptions of everything  
around us?***

# Dimensions of Diversity



# Dimensions of Diversity



Secondary Dimensions of Diversity



# Why Consider Personality?

*“Amazingly few people know how they get things done. Indeed, most of us do not even know that different people work and perform differently.*

*Too many people work in ways that are not their ways, and that almost guarantees nonperformance.*

*Like one's strengths, how one performs is unique. It is a matter of personality.”*

Peter Drucker



# Self Awareness

## ★ Option 1: The Enigma

*“No one can put me in a box... I am too complex to be understood... so don't even try...”*



# Self Awareness

## ★ Option 2: The Old Dog

*“This is how I am.  
I’m not going to  
change. If you  
don’t like it,  
tough.”*



# Self Awareness

## ★ Option 3: The Open Book

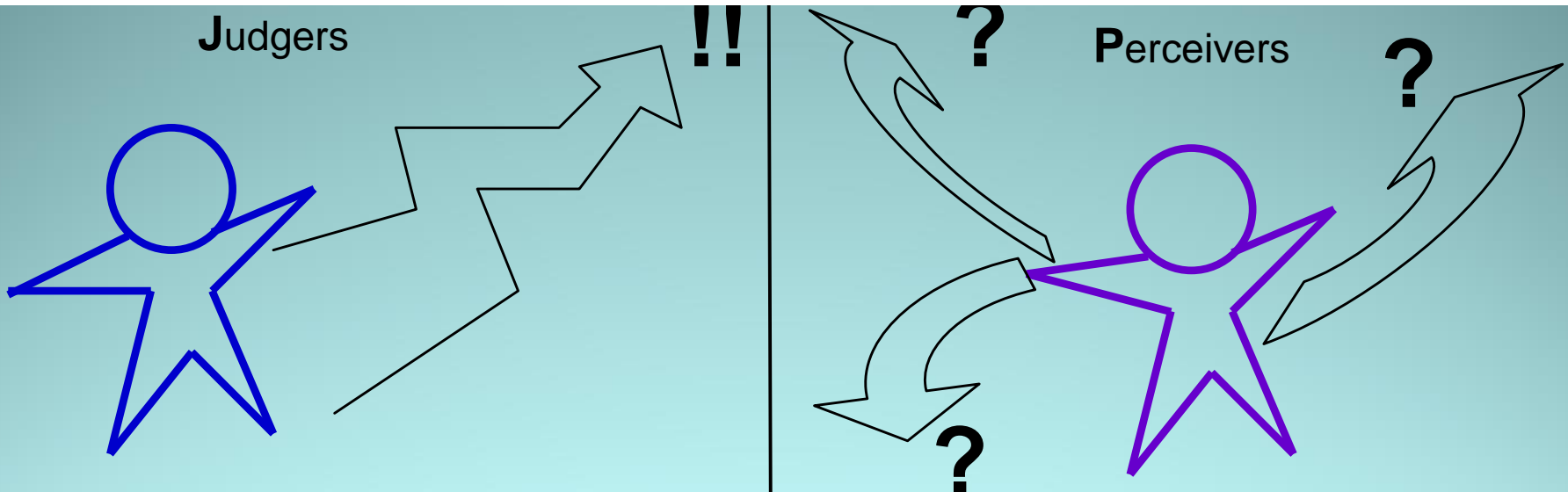
*“Let me tell you about myself...*

*My strengths and  
weaknesses...*

*Let’s consider how  
we might work  
best together”*



# *How do you engage with the world around you?*



- Order
- Closure
- Goals
- Routine = Efficiency
- Planning

- Flexibility
- Exploration
- Options
- Routine = Boredom
- Brainstorming

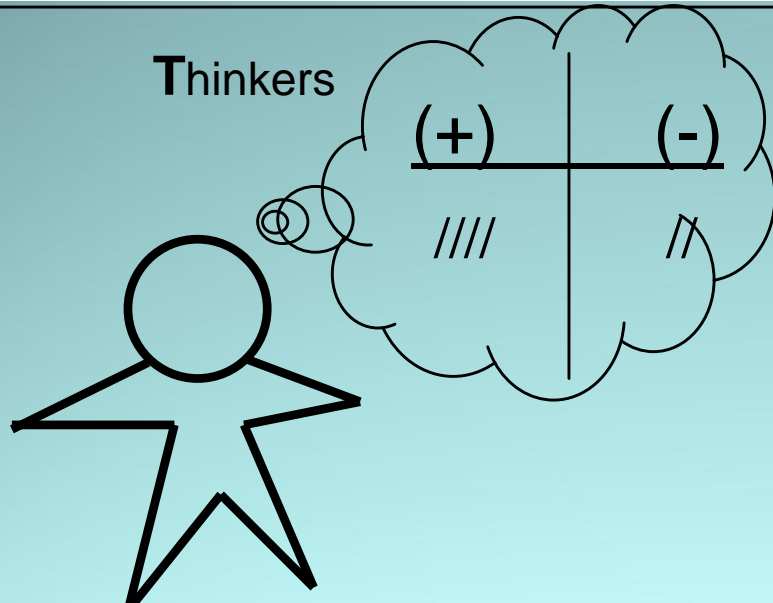
# *How do you take in information?*



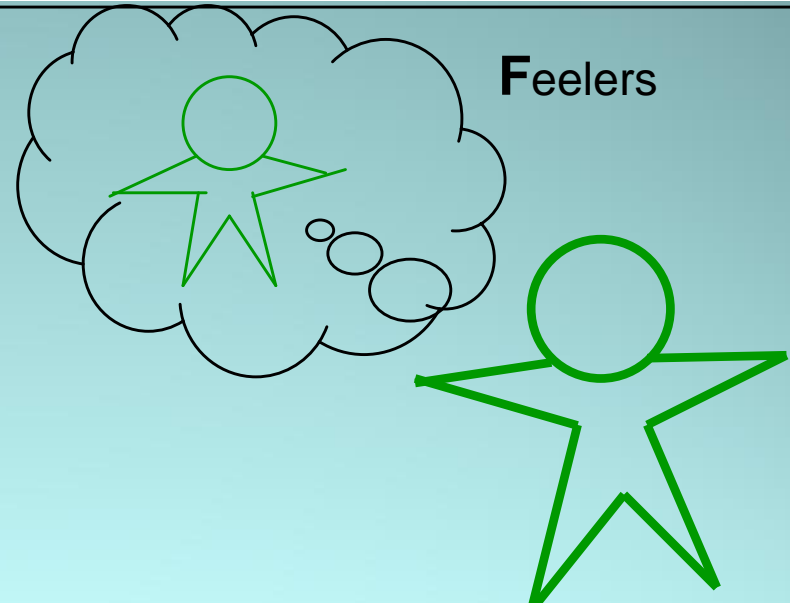
- Facts and details first
- Pragmatic, practical
- Predictability, realistic
- Where's the data?*

- Ideas and “big picture”
- Imaginative, innovative
- Possibilities
- What's the “story”?*

# *How do you make decisions?*



- Logic
- Data
- Objective
- Pro's and con's



- Emotion
- People
- Personal, empathy
- Involved






# Leading Diversity Strategy of Recognition

- “Thank you, great job!”
- \*Single most sustainable motivation at work
- \*Bonuses get spent, titles get old, a thank you lingers

*Smile...  
it's worth it.*





Maybe I shouldn't  
say that

This strategy also means

**TAKING A STEP BACK FROM CRITICISM**

# Religious Awareness



# The Golden Rule

That nature only is good  
when it shall not do unto  
another whatever is not good  
for it's own self.



What is hateful to  
you, do not do to  
your fellow man.  
That is the entire  
Law; all the rest is  
commentary.



Blessed is he who prefers his brother  
before himself.



Hurt not others with  
that which pains  
yourself.

This is the sum of duty:  
do naught to others that  
which if done to thee  
would cause pain.



Do unto others as you  
would have them do  
unto you.



No one of you is a believer  
until he desires for his  
brother what he desires for  
himself.

*Respect for all life is the foundation.  
"The Great Law of Peace"  
Iroquois Nation*



# Religion and Culture

- Personal convictions and beliefs
  - Includes written laws, scriptures, writings, pronouncements
- Bible, Koran, Vedas, Torah, Book of Mormon, Book of Shadows, Sutras, *Bhagavad Gita*
- Conduct, modesty, acceptance; tolerance with other beliefs or non believers/affiliated



# Religion and Culture

- 55% of Millennials responded positively of their perception of religious institutions
  - 18% dip since 2010
  - First time that Millennial perceptions drop below that of older generations
- Older generations more likely to view religious groups positively
  - 62% percent of Gen Xers
  - 67% of Boomers
- Religious discussions, stereotypes, differences, accommodations

# **Leading Diversity**

Discovering the Keys  
to Inclusion

