

Community, Conversations, & Cultural Humility

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P.E.A.C.E Training Series Meeting #1

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Our roadmap



Who am I *really*?



Explore the relationship between communication and community building



Cultural humility as a path forward

Who are we *really*?



The “**true self**” is **hidden** underneath more superficial or artificially imposed selves. The **most important part** of culture...is that which is *hidden and internal* but which governs the behavior encounter.

Stuart Hall – Sociologist, Communication Scholar, & Cultural Critic

I ...

am influenced by

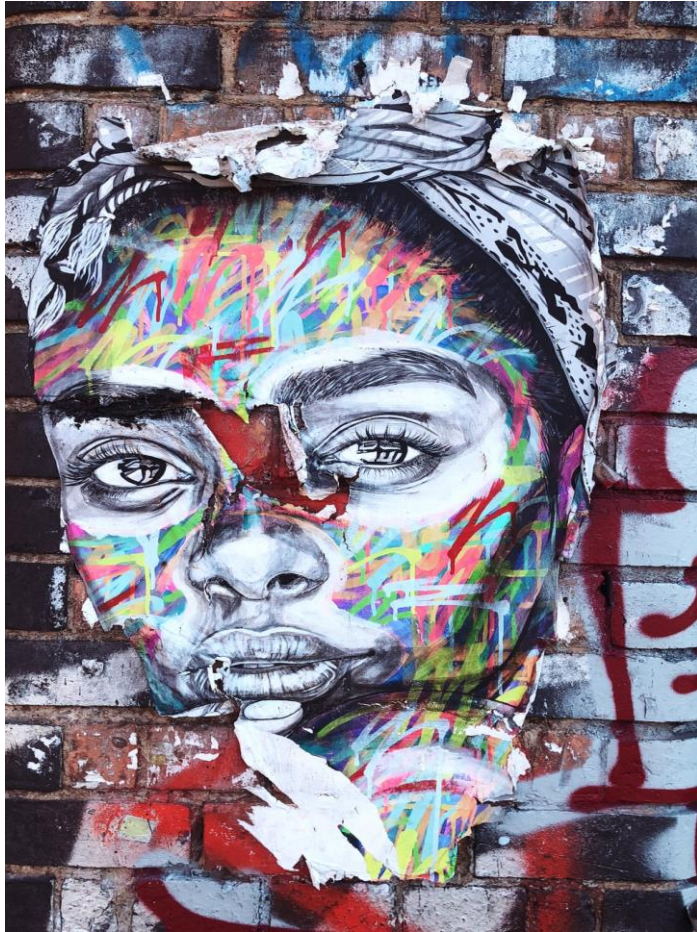


Photo by Jon Tyson on Unsplash

believe we should



Photo by Jonathan Beckman on Unsplash

try to

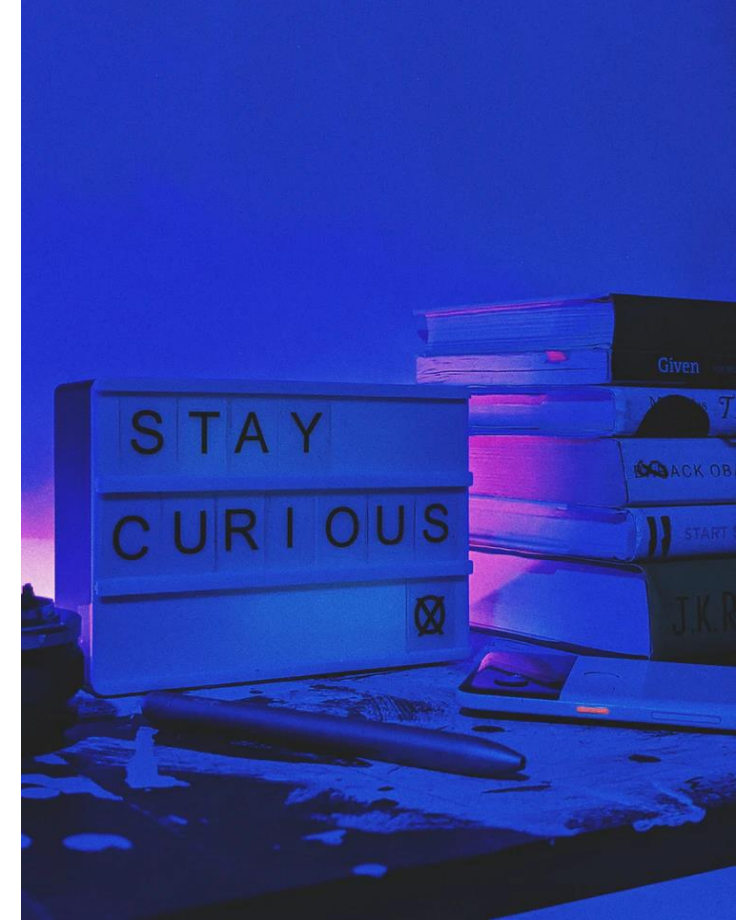


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Additionally, I want to help communities be effective and equitable



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I believe community is a series of conversations



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“Some people think they are in community, but they are only in proximity. **True community requires commitment and openness. It is a willingness to extend yourself to encounter and know the other.**”

– David Spangler

Unfortunately, we are not very good at being together



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We more and better evidence is the answer



Mark Watney, *The Martian*, (2015)

“ So, in the face of overwhelming odds, I’m left with only one option:
I’m going to have to science the shit out of this.

Or, that we can dominate and impose the truth



Photo by François DALLAY on Unsplash

There is a tendency to try to persuade and demonstrate and competence by:

- interrupting;
- exercising power over;
- aggressively discrediting other's ideas; and
- speaking loudly.

Francesca D'Errico (2020), "Humility-Based Persuasion: Individual Differences in Elicited Emotions and Politician Evaluation," *International Journal of Communication* 14, 3007–3026

We ignore our primary motivator



Photo by Mika Baumeister on Unsplash

Emotions (feelings) impact whether and how we participate



“ Jared R. Curhan and his colleagues at the MIT Sloan School of Management and UC Berkeley set out to map what is really important to people when they negotiate disputes. The researchers found that four things are most important to negotiators:

- Their *feelings* about the instrumental outcomes
- Their *feelings* about themselves in the negotiation
- Their *feelings* about the negotiation process
- Their *feelings* about their relationship with the other negotiator

In short, emotions rule.

Peter Coleman & Robert Ferguson (2014) *Making Conflict Work: Harnessing the Power of Disagreement* (p. 17).

There are 27 emotions that move us



- Admiration
- Adoration
- **Appreciation**
- Amusement
- **Awe**
- Calmness
- Entrancement
- Excitement
- Interest
- Joy
- **Nostalgia**
- Relief
- Romance
- Satisfaction



- **Anger**
- Anxiety
- Awkwardness
- Boredom
- Confusion
- Craving
- **Disgust**
- Emphatic pain
- **Fear**
- Horror
- Sadness



- **Sexual desire**
- **Surprise**

How we show up will inform their response

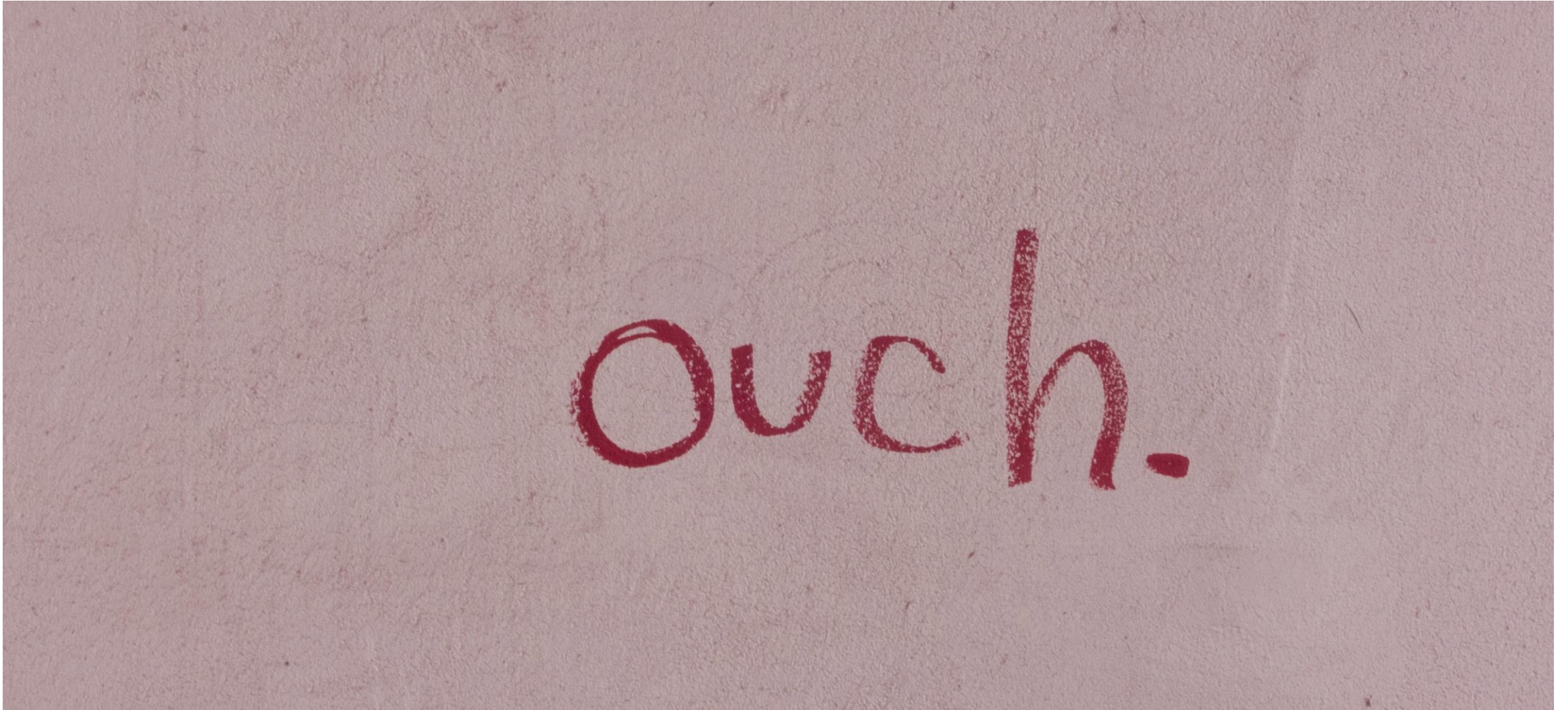


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Identity matters. We make sense of the world in different ways

“ Identities provide a **foundation for meaning** which can stem from a variety of influences, such as geography, history, fantasies, religion, and many, many more... Your **identity is socially constructed through a cultural lens**... We identify with our initial cultural in-group as a function of **enculturation** and later, as a result of **interaction**, expand to other cultural groups or social institutions.

Larry Samovar, Richard Porter, and Edwin McDaniel (2009),
Intercultural Communication: A Reader, p. 65



Photo by Andreas Fickl on *Unsplash*

Experiences and history inform *how* and *what* we see



Photo by Library of Congress on Unsplash

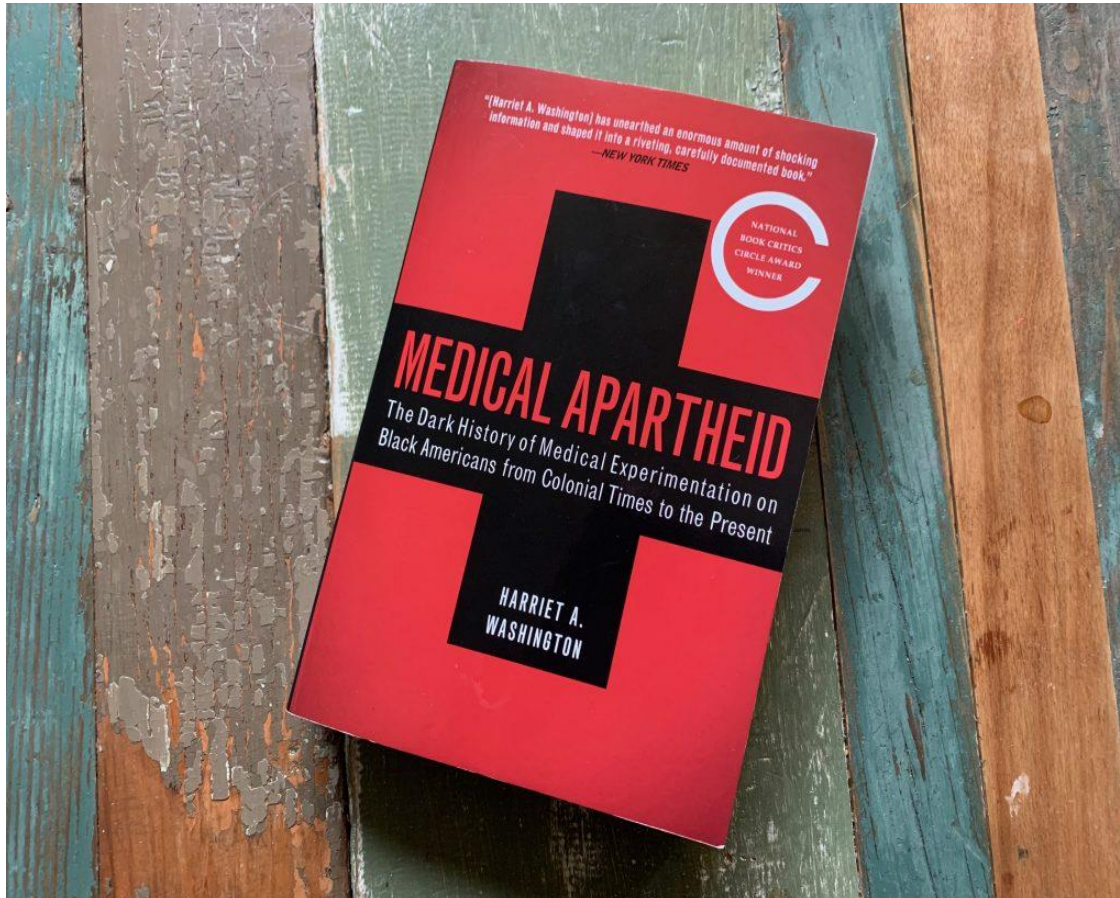


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This is also the case for health care



“ The history of ethically flawed medical experimentation with African Americans... has played a pivotal role in forging the fear of medicine that helps perpetuate our nation’s racial health gulf. Historically, African Americans have been subjected to exploitative, abusive involuntary experimentation at a rate far higher than other ethnic groups. Thus, although the heightened African American wariness of medical research and institutions reflects a situational hypervigilance, **it is neither a baseless fear of harm nor a fear of imaginary harms.** ”

Harriet A. Washington (2007). *Medical Apartheid* (pp. 20-21).

What can we do?



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We need to err on the side of listening



Photo by Mohammad Metri on Unsplash

We need more humble inquirers



Associated with compassion, grace, and understanding



Demonstrates agreeableness

- Acknowledges personal faults, mistakes, and limits
- Acknowledges uncertainty



Other-oriented

- Creates space for others to give voice to their ideas
- What do they *really* value
- Acknowledge the merits of countervailing perspectives
- “Equal” position with your interlocuter. Don’t feel or display superiority

Francesca D’Errico (2020), “Humility-Based Persuasion: Individual Differences in Elicited Emotions and Politician Evaluation,” *International Journal of Communication* 14, 3007–3026

What is a culturally humble response to these concerns about the *system's* prior and present abuses?



Harriet A. Washington (Medical ethicist), Vabren Watts (Health Affairs' director of health equity), and Aletha Maybank (chief health equity officer and senior vice president of the American Medical Association). *Health Affairs*, Feb 8, 2022 (3:22)

Questions?



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Community needs more than preachers, politicians, or prosecutors



Preacher – There is one unalterable sacred truth.



Politician – Attacking instead of listening.



Prosecutor – Convicting instead of exploring.



Scientist – Curiosity, testing ideas, and evidence are the way.

6. R.O.A.R your way to effective communication



NEONBrand, Unsplash

Restate - Repeat the statement made by your conversation partner. Mimicry builds trust.

Offer - Offer your conversation partner the opportunity to correct your summary. This sends the message that your goal is understanding.

Agree - Identify an aspect of their statement that you agree. This helps to transform the conversation into a collaborative enterprise instead of a zero-sum altercation.

Refute - Identify the aspect of the statement that you disagree with and invite them to respond.

* Must be done in order. Do not skip a step.

How and what we communicate will inform their emotional



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