



Recognizing & Reshaping Dominant Cultural Norms

SUNNY NAKAE, MSW, PHD - AUG 20, 2022

DOMINANT NORMS

WHAT DOES DOMINANT CULTURE MEAN TO YOU?

WHAT SHAPES NORMS IN OUR WORK

SHAPED BY EVENT, NOT INTENT!

"THIS IS A CULTURE SHAPING MOMENT?"

"POWER HOARDING"

WHEN WERE YOU UNAWARE OF A NORM?

"APPEARANCE OVER AUTHENTICITY"

NO APOLOGY
WE DON'T SEE THE INNER WORKINGS

WE NEED REPRESENTATION AND EQUITY PRACTICE

"FLIPPING THE SCRIPT"

TALKING ABOUT THE PROBLEM IS THE LEADERS MODEL!

STRATEGIES TO APPLY

TRAINING ← AWARE NOT ENOUGH

CAPACITY BUILDING

BIAS BREAKS
BIAS REVIEWS

CHECK-INS DAILY TO CREATE OPENNESS AND HUMANITY

KEEP, STOP, START, SORRY

PERSPECTIVE-TAKING

EQUITY NOT EQUALITY
TANK CHECK



NOTICE AND NAME
NORMALIZE POINT, COUNTER POINT

TAKE TURNS, SHARE POWER

BALANCE INTENT AND TECHNICAL
"WHO IS BEING HURT"

FOCUS ON LEARNING GOALS (NOT WHAT IF'S)

OPPORTUNITIES TO SHARE IDEAS
ROTATE ROLES - MAKE LEADERSHIP A PROCESS

AFFIRM NAMES

"KEEP CORRECTING ME"

SEPARATE MESSAGE & MESSENGER

SHARED POWER!

COLLABORATIVE PRACTICES FOR CHANGE



"RIGHT TO COMFORT"

NAME IT! IF YOU'RE NEVER UNCOMFORTABLE QUESTION IT!

"TOKENISM"

PUTTING SOMEONE IN THE ROOM SOLVES THE PROBLEM



"PROTECTED SPACE AS OPPRESSION"
YOU CAN'T HAVE THAT UMBRELLA

"PATERNALISM" (MOTIVATED BY GOOD INTENT)

"SHE WON'T WANT TO... SHE HAS KIDS..."

"DEFENSIVENESS"

BYLAWS SHOULD CHANGE IF DON'T SERVE!

"URGENCY" POSTPONE DECISIONS HINDERED BY URGENCY

WE CAN'T ASSUME EXPERIENCE IS EXPERTISE!

"YOU'RE SUPPOSED TO SWIRL FIRST"



A PAIR OF SHOES THAT FITS!

"FAIRNESS FRAMING"

IMPACT TO PATIENT SAFETY!

"RIGIDITY"

"WE DON'T HAVE A PROCESS TO FIX THIS"

"UNDIFFERENTIATED & HYPERVISIBLE"