

COMMUNITY ENGAGEMENT: TIPS FOR COLLABORATING POSITIVELY AND EFFECTIVELY



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COMMUNICATION

Be responsive and responsible in communications; listen actively; explain your thinking/ideas (don't assume others know); be aware of body language; recognize people communicate differently. For example, some people smile a lot; others do not.



2

EMPATHY

Extend empathy when appropriate; be sensitive to and appreciate the views of others; strive to understand and connect.



3

ADAPTABILITY

Demonstrate situational awareness; be adaptable when needed.



4

SELF-AWARENESS

Remain self-aware; reflect on how you are presenting yourself.



5

PERSONAL SPACE

Respect personal space and boundaries.



6

ACCOUNTABILITY

Be accountable; prepare for meetings; complete tasks; respond in a timely manner; show up.

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INCLUSION

Demonstrate cultural/gender/identity competence; observe and respect cultural differences in language, expectations and values; avoid microaggressions; use bias-free language.



8

PRIVILEGE CHECK

Remain aware of how power and privilege, and culture, gender and other differences affect how you work with others; community engagement is about building equitable communities.



9

CONFLICT RESOLUTION

Mitigate conflict; recognize that conflict happens and can be addressed through self-reflection, positive communication, empathy, and being solutions oriented.



10

RESPECT

Respect community autonomy and expertise; learn about existing strengths and strategies of the community with which you are working; respect organizational culture within the community-based organization.



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ASK

Be proactive about asking questions and HEAR what is being said, such as, "Please help me understand ..." Even if you think you understand or know what the community is experiencing, let the people who live and work within the community help you become an effective collaborator.

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