

Ways To Center The Humanity

- ⚓ Know that you will never get a positive reaction by raising your voice, denying someone services, threatening someone with imprisonment, or removing their children.
- ⚓ Do not assume individuals show up late out of a lack of respect. They could have issues and concerns around childcare, safety, transportation, or finances.
- ⚓ You make people feel small or unimportant by loudly discussing their legal business, personal information, medical symptoms, or conditions. It is viewed as insensitive and disrespectful. Acknowledge the environment, make adjustments, find a private area, if possible, pull them to the side, and lower your tone.
- ⚓ Respect the other person's time. Their time is just as important to them as yours is to you. If they show up on time they expect to be seen on time. If there is a delay it should be explained, and they should be given an expected wait time.
- ⚓ The people you serve may have similar situations but know that everyone's needs look different. What works for one may not work for the other. Ask questions; don't make assumptions or place people in boxes.

Of The People You Serve.

- ⚓ Help people get to where they want or feel they need to be, not where you think they should be. Advice is great but learn to be a guide and not a dictator.
- ⚓ Do not feel offended because someone may question your advice or disagree with your suggestions, or directive. Be willing to explain your outlook. Always show humanity and speak with respect.
- ⚓ Explain the guidelines and protocols in detail. Set clear expectations and consequences. Ask if the guidelines and protocols are understood or if they have any questions around them. Discuss what things are negotiable and nonnegotiable.
- ⚓ Acknowledge that the people you serve have been navigating their lives, all their life, and surviving. They come to you with their own expertise that should be validated, honored, and respected.
- ⚓ Know that your profession does not equate to perfection. Everyone makes mistakes, and no one is perfect.



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