



## Establishing a Baseline & Evaluation Framework – Developing Competencies

AASK	Questions	Antagonism	Ethnocentrism	Breaking the Ice	Communication	Cooperation	Trust
<b>Awareness</b>  <b>Ability to perceive the impact &amp; effectiveness of actions taken by self or organization</b>	<ul style="list-style-type: none"> <li>• What are some examples (if any) of what has been done?</li> <li>• What are some actions you or your organization can do?</li> <li>• What is your role in fostering a welcoming community?</li> <li>• What do you think your impact is on newcomers?</li> <li>• What do you envision for your impact?</li> </ul>	<ul style="list-style-type: none"> <li>• Actively spreading false information</li> </ul>	<ul style="list-style-type: none"> <li>• Not willing to engage</li> <li>• Unwilling to make internal changes</li> </ul>	<ul style="list-style-type: none"> <li>• Not recognizing their role in creating a welcoming community</li> <li>• Don't see anything they can do, don't see it as their responsibility to do anything</li> <li>• "It's not my job"</li> </ul>	<ul style="list-style-type: none"> <li>• Recognizing different behaviours</li> <li>• My actions help make our community more welcoming</li> <li>• I try/have tried some things, but with no strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Reflection</li> <li>• Recognizing bias, different needs</li> <li>• Willingness, acceptance language</li> <li>• I work to make people feel welcome</li> </ul>	<ul style="list-style-type: none"> <li>• Relating to newcomers' experiences with relevant feelings from their own life</li> <li>• Reflection and change</li> <li>• I can evaluate my successes and failures of supporting newcomers</li> </ul>
<b>Attitudes</b>  <b>Behaviour, perception &amp; thoughts towards newcomers</b>	<ul style="list-style-type: none"> <li>• Tell me about some interactions that you have had with newcomers within your role (or personal if none) in the past.</li> </ul>	<ul style="list-style-type: none"> <li>• Targeting a specific group</li> <li>• Perceiving a specific group to be dangerous, trying to remove that group</li> <li>• Other cultures inferior</li> <li>• Hate language</li> <li>• Offensive language</li> </ul>	<ul style="list-style-type: none"> <li>• Own culture is superior</li> <li>• Fear of difference</li> <li>• Defensive, fearful, superiority language</li> </ul>	<ul style="list-style-type: none"> <li>• Depersonalizing: Focus on stereotypes</li> <li>• Resistance language</li> <li>• "Political correctness..."</li> <li>• "No offence buy..."</li> </ul>	<ul style="list-style-type: none"> <li>• Individualizing</li> <li>• Individual newcomers need my help</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness, acceptance language</li> <li>• Newcomers can be independent</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusive language "Us vs. Them to We, Our Team"</li> <li>• Newcomers make valuable contributions</li> </ul>
<b>Skills</b>  <b>Methods, tools &amp; strategies to carry out actions to benefit the newcomer</b>	<ul style="list-style-type: none"> <li>• What tools/strategies/training do you/does your organization use to benefit newcomers?</li> <li>• What other methods are you aware of to help support newcomers?</li> </ul>	<ul style="list-style-type: none"> <li>• Refuses to try</li> <li>• Don't feel capable of learning</li> </ul>	<ul style="list-style-type: none"> <li>• Not aware of strategies</li> <li>• Resistant to learning and implementing strategies</li> </ul>	<ul style="list-style-type: none"> <li>• Aware of strategies</li> <li>• Not actively seeking solutions</li> <li>• "Why?"</li> </ul>	<ul style="list-style-type: none"> <li>• Asking questions</li> <li>• Testing assumptions</li> <li>• Learning</li> <li>• Inviting</li> <li>• Trained in strategies but have not used, not confident/comfortable in use</li> </ul>	<ul style="list-style-type: none"> <li>• Compromise</li> <li>• Implementing changes</li> <li>• Stories of working together</li> <li>• Use strategies</li> <li>• Engaging</li> </ul>	<ul style="list-style-type: none"> <li>• Adopting different cultural practices into organizational processes (e.g. Talking Stick, Land Acknowledgement, prayer room)</li> <li>• Teaching and sharing knowledge with other allies</li> <li>• Use, adapt and reflect on efficacy of strategies</li> </ul>
<b>Knowledge</b>  <b>What is known about local resources/materials available</b>	<ul style="list-style-type: none"> <li>• Which services in the community are you able to refer the newcomer client to in order to go further towards their objective?</li> <li>• What supports are you able to access to bring into your organization/business/home?</li> </ul>	<ul style="list-style-type: none"> <li>• Newcomers have all the support and lots of money available, they should have everything they need/they have too much</li> <li>• Sharing false/misleading information</li> <li>• Newcomer doesn't deserve to access "our" resources/deserving of equity</li> </ul>	<ul style="list-style-type: none"> <li>• Not aware of resources</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledgeable of some community resources, but does not see their use/benefit</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledgeable of the usefulness of community resources for most of their clients, but not confident that the resources will benefit a newcomer client</li> </ul>	<ul style="list-style-type: none"> <li>• Have some examples of resources for a newcomer client</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledgeable of many examples of resources, confident in referring newcomers and confident in the service newcomers can expect</li> </ul>

### Empathy Journey

This tool is used for establishing a baseline of where allies are at. We evaluate where the ally is at initially by having a conversation with them, making observations, and asking questions. After engagement we observe and record where the ally is at – observe what changes have taken place to judge the efficacy of our techniques.