

Leader Talking Points – Strategies That Build Viewpoint Diversity

- Diversity is the total of all the things that make each of us unique; there are an infinite number of variables that make us who we are.
- Dimensions of Diversity include primary, unchangeable characteristics—like race, sex, age, and ethnicity—and secondary, changeable characteristics—such as religion, economic status, parental status, work experience, and educational level.
- All our dimensions of diversity come together to form our worldview or **viewpoint**; our viewpoint influences our emotional reactions and our behaviors.
- When we practice **Viewpoint Diversity**, we go beyond recognizing the overt dimensions of diversity and use empathy to understand how someone views and experiences the world.
- Building and practicing Viewpoint Diversity takes time and effort. When we demonstrate an appreciation for Viewpoint Diversity, we work to understand the views of others, particularly those with whom we disagree.
- Five strategies for building Viewpoint Diversity include:
 1. **Avoid making assumptions.** Don't assume you know what someone thinks just because of what you see or what you think you know. When in doubt, ask what he or she thinks.
 2. **Assume good intentions.** Even when you disagree, start with a good faith assumption that everyone is thinking and doing what they think is right.
 3. **Recognize commonality.** Identify common goals, common team, and common humanity. Differences are most easily overcome when we work as one team and have a shared goal.
 4. **Get out of your bubble.** Expose yourself to news, opinions, and people with whom you disagree. Travel outside your community or country
 5. **Avoid confirmation bias and “tribalism.”** When we only socialize with those who think like us, we risk isolating ourselves and only hearing views that confirm our own.
- Find more tips and resources on Building Viewpoint Diversity at [TotalHealth.cat.com](https://www.TotalHealth.cat.com).