Communication & Feedback

Step 1: Identify Your Communication Style

Head to session 7 and take <u>the quiz</u> to identify your communication style

Code Switching

Here, we're defining code switching as what happens when individuals change the way they express themselves.

Code switching can be viewed in many different lights. As a person of color in dietetics it may be one more thing you think about as you navigate through your program or career. There are so many different ways and reasons why people code switch. **Code switching can:**

– Be used as a survival tactic or safety mechanism

– Be used to "climb the corporate latter"

– Help communicate with a client

– Happen unconsciously

People may feel the need to code switch because there is a dominant identity that is perceived or treated as superior. Code switching should not be the only way people are able to survive and grow in the field

FROM THE DIVERSIFY DIETETICS COMMUNITY:
<u>The Art of Code Switching – Nutrition Lifestyles Podcast with Kim & Johane</u>
<u>Cultural Competence & Code Switching – Kim Rose YouTube</u>

Step 2: Discuss

- What's your communication style?
- Has it changed as you've gone through the dietetic educational pathway/ as you've grown in your professional career?
- Does it shift in different situations? (when you're calm vs. when you're stressed)
- Have you found yourself code switching as you move through your program/career? How so and what has been the impact (personally & professionally)?
- Can you code switch and still be yourself?
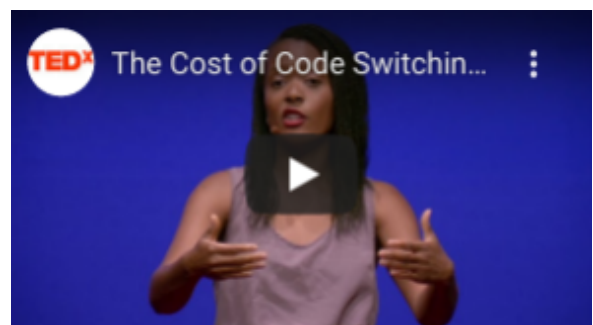
TEDx Talks - The Cost of Code Switching

Diversify Dietetics

Giving & Receiving Feedback
Let's Practice!

Feedback is critical to building strong and healthy relationships within your career and outside of it**!** Often times feedback is based on our personal beliefs and expectations, which comes with a fare share of biases. What is deemed as "professional" or "acceptable" often has a very euro-centric point of view that we all can internalize. Before giving or receiving feedback check in with yourself, **what are your biases, your emotions, your thoughts** then make sure your feedback follows these tips:

Giving feedback

- Know yourself, know the situation, know the other person
- Be timely
- Be specific
- Direct it at behavior the receiver can control or improve
- Base it on observed behavior
- Give it in a situation where the person is able to receive it
- Use a communication style that is appropriate
- Acknowledge, and work against, power dynamics
- Be respectful and listen

Options when receiving feedback

- Discuss the content of their feedback
- Acknowledge you heard what they said
- Try to avoid an emotional response
- If you are coming from a place of burnout or stress let them know & discuss
- If you need time to think about their feedback, let them know, and set a time to follow up
- Create action steps
- Simply say thank you and move on

PRACTICE - choose 1, 2 or all 3

Option A – Think of a scenario where you gave or received feedback. How'd it go? What went right, what went wrong?

Option B – Think of scenario in your professional or personal life where you should have given feedback or you want to give feedback. Practice with your mentor/mentee.

Option C – Give your mentor/ mentee feedback