

COMMUNICATION, CONNECTION & CULTURAL AWARENESS

February 2026



GROWING CONNECTION THROUGH COMMUNICATION



February reminds us that connection is at the heart of inclusion.

How we speak, listen, and understand one another shapes every part of our work, from scheduling calls to client care and teamwork.

This month, we are exploring how cultural awareness and inclusive communication help us build stronger relationships with our diverse staff and clients.

QUICK TIPS: EVERYDAY INCLUSIVE COMMUNICATION

- Pause before replying – give others time to express themselves.
- Check tone in emails or texts; warmth can get lost in quick replies.
- When unsure about something. cultural, ask respectfully instead of assuming.



COMMUNICATING WITH CULTURAL AWARENESS

Every person we interact with, co-worker, client, or family member, has their own background, traditions, and comfort zones.

Being aware of these differences helps us avoid misunderstandings and create trust.

Practical Ways to Practice Inclusive Communication:



- Listen more than you speak – allow people to share their perspective.
- Avoid assumptions about others' availability or preferences based on culture or background.
- Ask open-ended questions, "What works best for you".
- Respect differences in tone, eye contact, and time perception – they're part of cultural identity.

Inclusion in communication is about curiosity and respect.

RESOURCES

Canadian Centre for Diversity & Inclusion (CCDI): "Inclusive Communication Practices" webinar
Workplace Strategies for Mental Health (Canada Life): tools for compassionate communication
Government of Canada: Cultural Competency in Service Delivery guide