

Attitudes in Action

Humility and Mutuality

Acknowledges own constraints and capacities, can say I don't know, let's work through this together

Never condescends or enters partnership and capacity strengthening work knowing all the answers

Demonstrates good listening

Initiates and maintains partnership with a commitment to mutual decision making

Shows an openness to learning in all capacity strengthening endeavors

Exhibits a commitment to a reciprocal learning process

Patience and Flexibility

Demonstrates required patience with the understanding that partnership and capacity strengthening is a process that needs to be honored as much as the 'product'

Shows flexibility with different paces of organizational change

Adjusts approach to reflect differences in partners and partnerships

Accesses, adapts and customizes the range of partnership and capacity strengthening tools available

Quickly and appropriately applies different communication techniques (email, verbal communication, etc.) to fit the situation

Trust-building

Creates a safe space for real partnership, effective capacity strengthening and open mutual learning

Suspends judgment and seeks to understand before being understood

Culturally Appropriate

Appreciates cultural (including organizational culture) differences and dynamics and the way that they impact partnership and capacity strengthening

Demonstrates cultural sensitivity in partnerships and capacity strengthening efforts

Demonstrates diplomacy and diplomatic communication in work with colleagues and partners

Continues to learn and improve cultural competencies

Empowering and Optimistic

Builds from a profound respect for people's intelligence, spirit and spirituality

Seeks and contributes to an equal balance of power within a partnership

Seeks to make capacity strengthening an empowerment process

Identifies dynamic groups of people that are relevant to lead the process for change within the organization and community

Demonstrates and fosters a sense of efficacy on the part of the partner

Key PCS Attitudes

ATTITUDE:

A settled way of thinking or feeling, informed by knowledge, skills and experience, typically reflected in a person's behavior.

Patience and Flexibility

Creates an environment for mutual understanding and embracing change at an agreed pace, with accommodation for each other's differences in joint endeavors

Culturally Appropriate

Understands the context in which one is working and demonstrates appropriate and respectful behavior when working with partners and peers

Humility and Mutuality

Listens well, expresses openness for learning, and provides the information needed for shared decision making

Trust-building

Creates and supports an environment of trust in all partnership and capacity strengthening work

Empowering and Optimistic

Supports and strives for partner ownership and success in all partnership and capacity strengthening efforts