

# Regaining Trust

A community-centered  
approach



DR. KIM PERKINS  
ORGANIZATIONAL PSYCHOLOGIST



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**i**DEA **SUMMIT**  
2022

POLARIS: The Museum Mentor Network

REGAINING **TRUST**

Connecting communities

Why tensions run high

Individual communication techniques

Procedural and restorative justice techniques

**TODAY**



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POLARIS: The Museum Mentor Network

REGAINING **TRUST** **WHY**

# TENSIONS RUN HIGH



Vicarious threat

– Am I Next?



“It's not the note you play that's  
the wrong note –

it's the note you play  
*afterwards* that makes it right  
or wrong.”

~ Miles Davis



Knee jerk reactions

We didn't do it

We didn't mean it

It's not my fault

Here, have some trinkets!



Talking about EDI issues

Stay present

Listen and express care

Don't make it about you/the org







REGAINING **TRUST** Thanks for

letting me know!





REGAINING TRUST

Identities =  
self-concept Identities  
→ egos

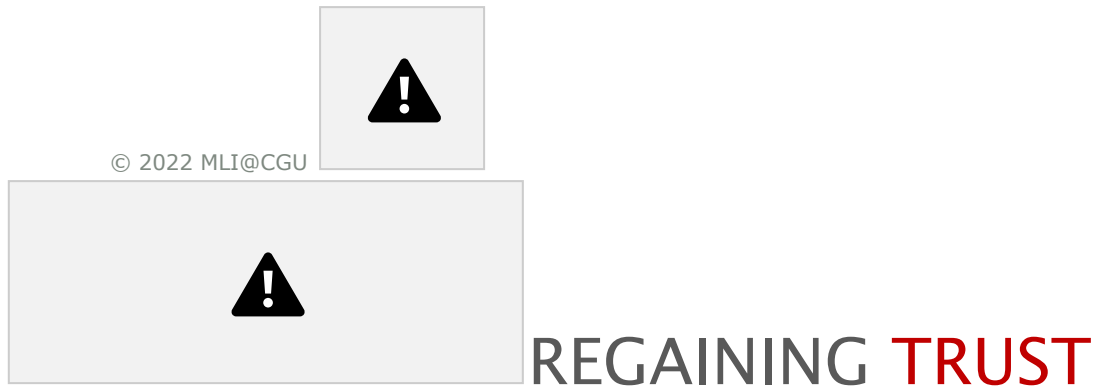


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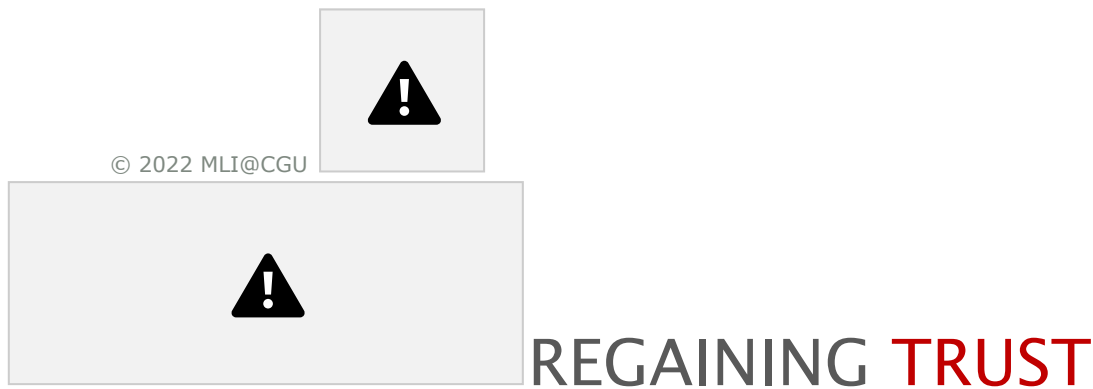
# CREATING COMMUNITY JUSTICE



Levers for rebuilding  
trust: Shared values

# Shared experiences

## Connection points



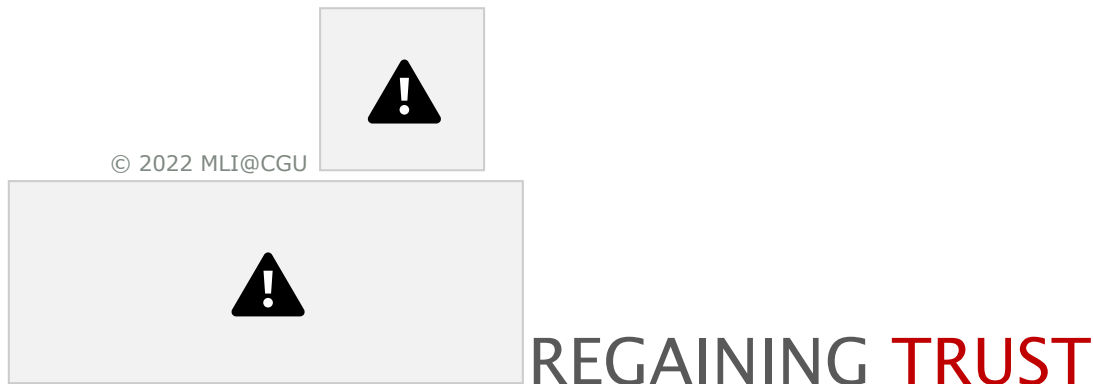
Listen: Ears open, mouth shut  
Respond by keeping focus on them  
That must have been (fascinating, hard,  
etc.) Say more, And then what

NOT by identifying with them (draws focus back to you)

~~(OMG the same thing happened to my sister!  
Blah blah blah)~~

Be with emotions not facts

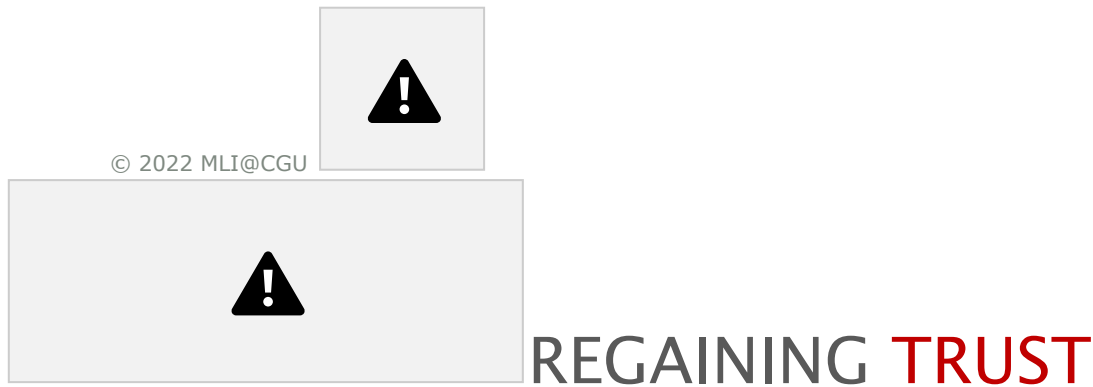
Keep your emotions smaller than theirs



- Breakout

- A: An ill-worded tweet that could be read as transphobic

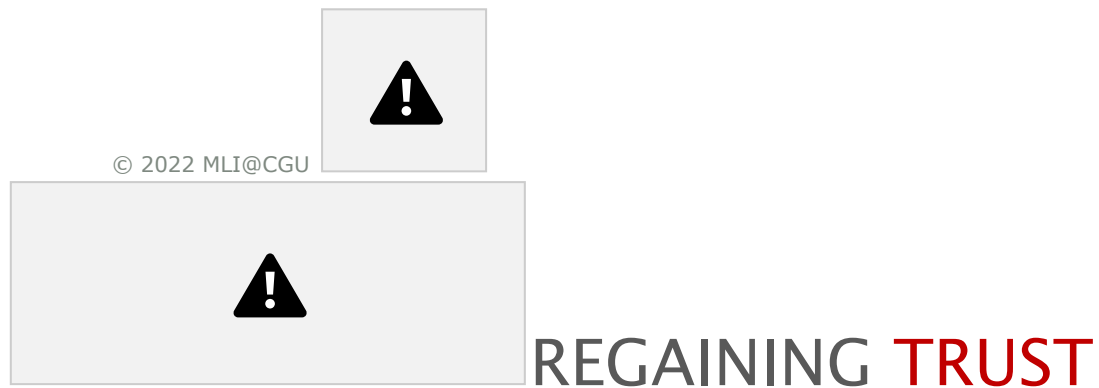
- B: A promotional piece showing a rainbow of identity groups has mistakenly left out Latin(x)
- C: All the people presenting a talk on the work of a Black artist are white



Procedural justice

Fairness of process

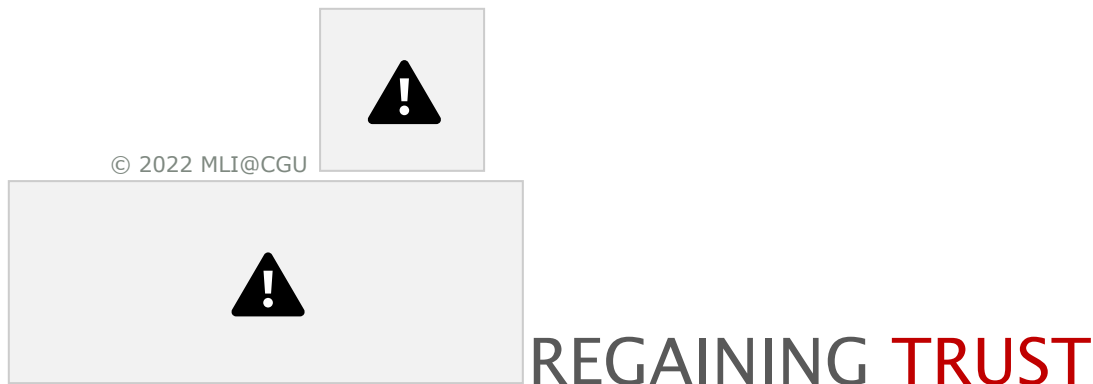
Often good process > good outcome



Restorative justice



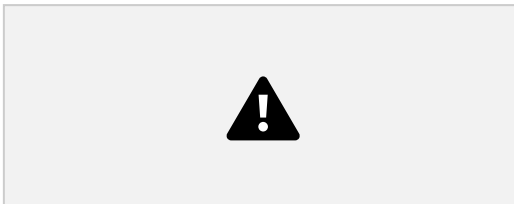
- Focuses on outcomes not symbolism •
- Purpose is learning, not punishment •
- Focuses on supporting strong community ≠ individual actions
- Involves dialog between injured (\*or proxy) and injurer
- Provide a framework for future conflicts



# Prevention

- Sociopath-proof your organization
- Reward collaboration
- Reward at the team level

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@thisiskimperkins  
www.kimperkins.co

m **FIND ME!**

Dr. Kim Perkins

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