



HISTORIC PRESERVATION CONSULTATION BEST PRACTICES and TIPS for SUCCESS

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We help people save Hawai'i's historic places
www.HistoricHawaii.org

PART III RELATIONSHIP BUILDING AND BEHAVIOR



PART III

Relationship Building and Behavior

“I did then what I knew best, when I knew better, I did better.” - Maya Angelou

FOR EVERYONE: Act with Aloha

1. Build Trust and Relationships

Relationship-building requires trust, respect, awareness and acknowledgment of each other and the differences we have. It is built over time through patience, listening (being open to receive) and contributing (giving, sharing and offering perspectives when asked and appropriate). Consultation needs to occur in a “safe space” where participants feel heard and respected.

Relationships can benefit both the community and the projects. Participation needs to be centered and focused on the issues at hand. Unresolved issues need to be addressed and allow the conversations to continue to focus on clearly defined goals. This can require humility, recognition of different goals and needs, and acknowledgement of past failures and short-comings with a resolve to learn from and do better in the future. ¹

Trust between a government agency and a community is enhanced by: ²

- Following up on questions, information and commitments
- Identifying points of contact for communications
- Engage early and often, not only during a project or a crisis
- Recognizing the consultation is a two-way conversation, requiring both the agency and the consulting parties to participate and contribute.

¹ National Park Service Pacific West Region. Communication to Historic Hawai'i Foundation. June 22, 2020.

² Federal Highway Administration and Hawai'i Department of Transportation. Summary Report of Relationship Building Workshops with Native Hawaiian Organizations. November 2018.

2. Create an atmosphere of ALOHA³

‘Akahi as modesty

Lōkahi as unity

Oia io as truth and honesty

Ha‘aha‘a as humility

Ahonui as perseverance

