



Cultural Competence and Responsiveness



Course Description

In todays course we will:

- Review Dimensions of Diversity
- Define Cultural Competence concepts and terms
- Define stereotypes and their origin
- Learn a personal technique to deal with assumptions and stereotypes



Working Together in Safe Spaces

Creating an Open Space

open | allowing access; not closed or blocked

Trust, Support and Respect

Shared Goals and Vision

Shared Rules of Engagement

Embrace and Encourage Variety

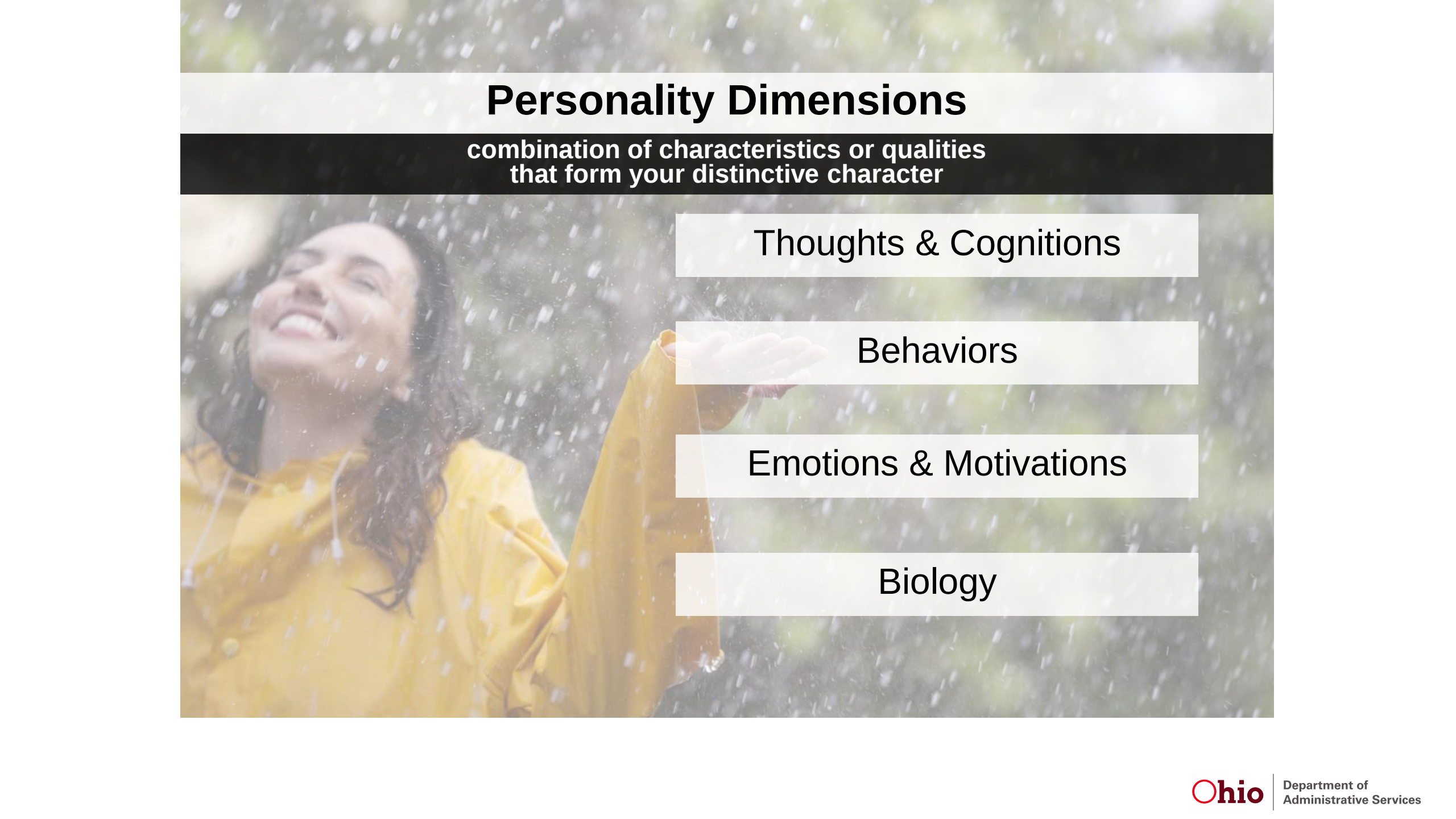


REFRESHER



Dimensions of Diversity



A woman with long dark hair, wearing a bright yellow raincoat, is smiling and looking upwards with her hand outstretched, feeling the rain. The background is a soft-focus view of trees and foliage in the rain.

Personality Dimensions

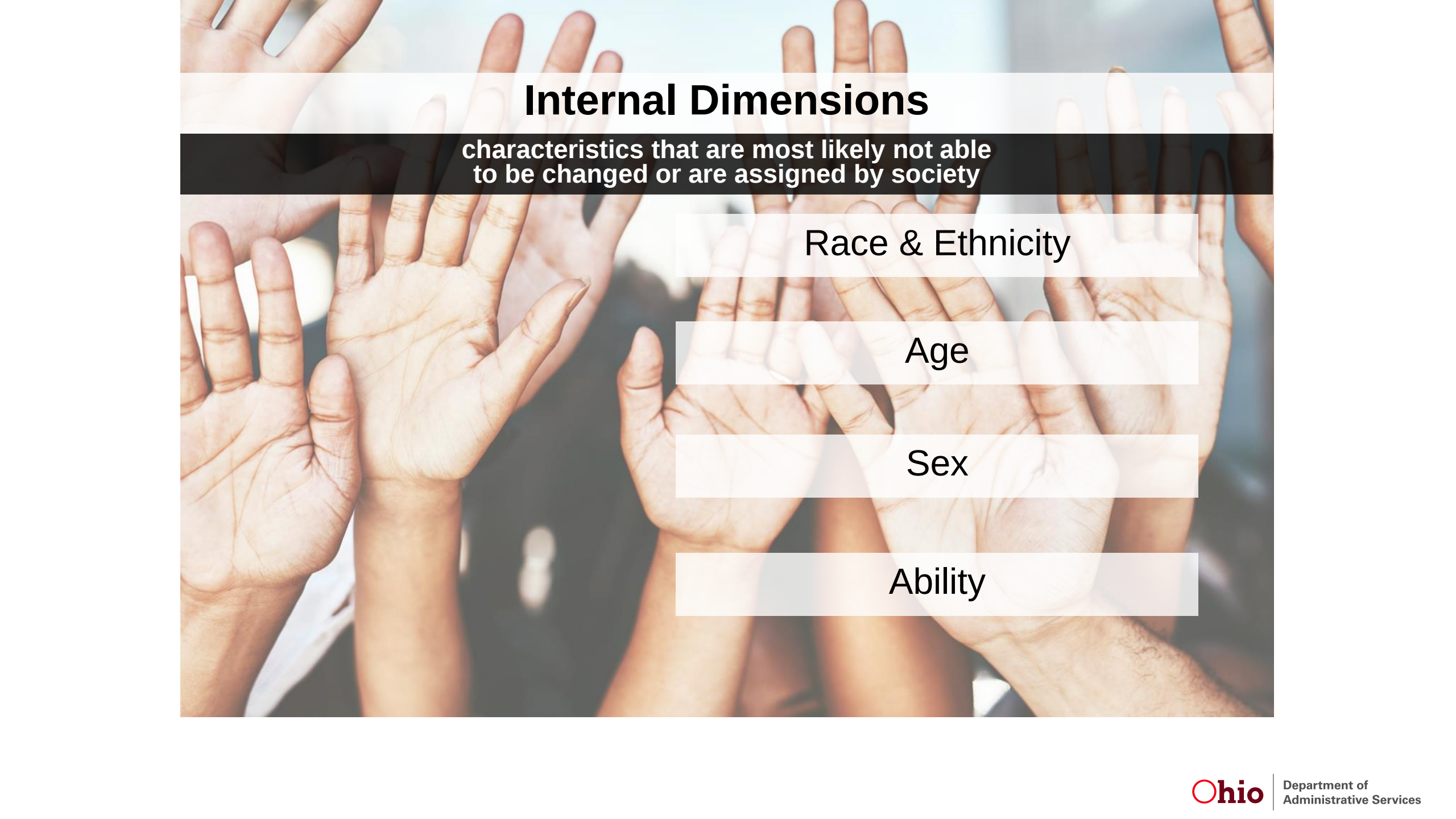
combination of characteristics or qualities
that form your distinctive character

Thoughts & Cognitions

Behaviors

Emotions & Motivations

Biology



Internal Dimensions

characteristics that are most likely not able to be changed or are assigned by society

Race & Ethnicity

Age

Sex

Ability

External Dimensions

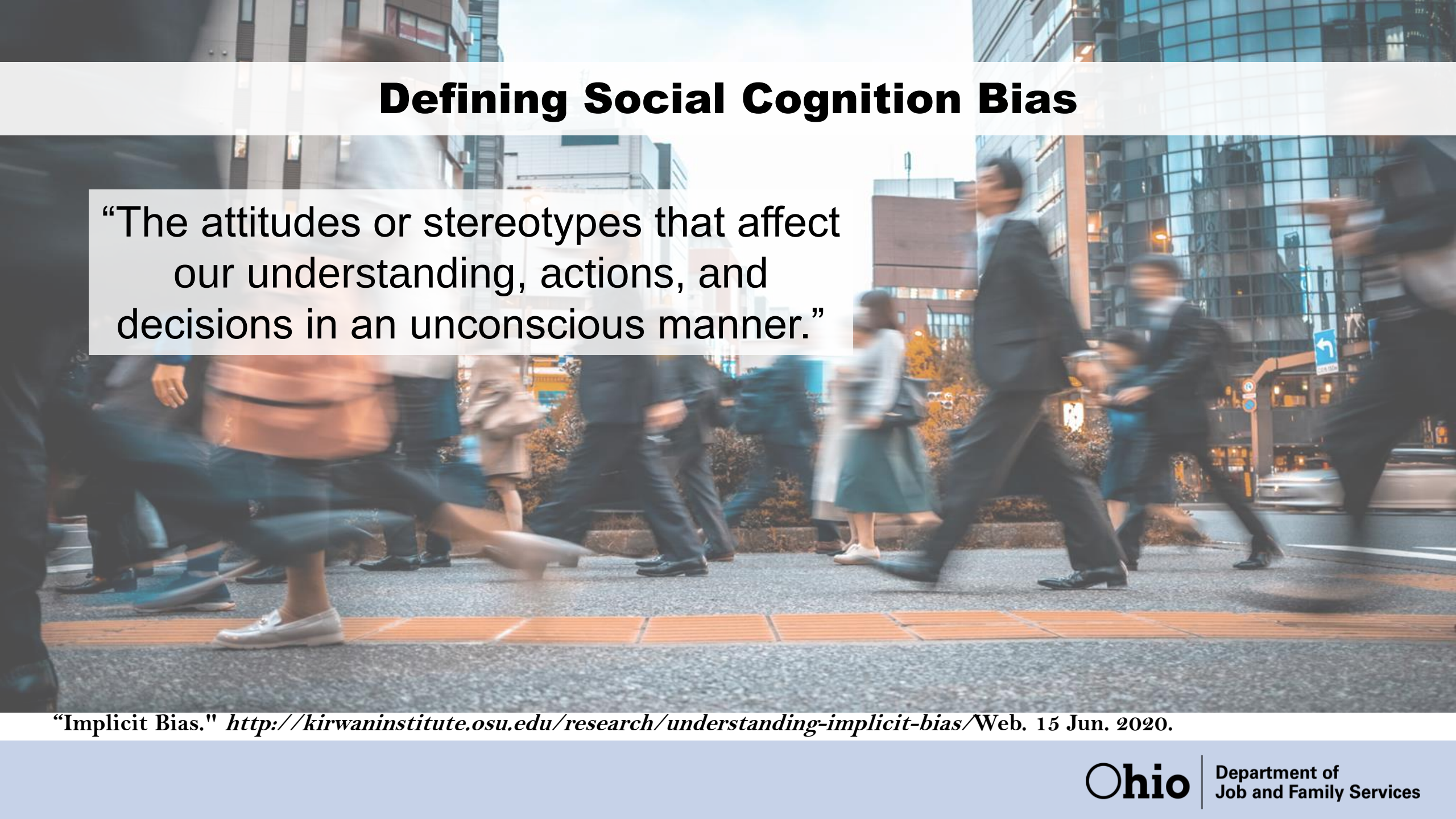
characteristics that there is more choice in creating,
shaping your personal experiences and beliefs

Appearance & Habits

Career & Home

Religion

Education



Defining Social Cognition Bias

“The attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.”

“Implicit Bias.” <http://kirwaninstitute.osu.edu/research/understanding-implicit-bias/> Web. 15 Jun. 2020.

The Brain Science

SYSTEM 1

Intuition & instinct

95%

Unconscious
Fast
Associative
Automatic pilot

SYSTEM 2

Rational thinking

5%

Takes effort
Slow
Logical
Lazy
Indecisive



Source: Daniel Kahneman

Activity





Cultural Competency and Responsiveness

Culture

Is the integrated pattern of human knowledge, beliefs, and behavior that depends upon the capacity for learning and transmitting knowledge to succeeding generations. (Merriam-Webster)

Culture is fluid and changes over time. It gives identity to a group.



*Culture is to a group
what personality is
to an individual*

Examples of cultural differences

- Individualism v/s collectivism
- Concept of family
- Gender roles
- Approach to medical treatment
- Language
- Spiritualism
- Communication style
- Personal space
- Eye contact, body language
- Roles as defined by age or generation
- Concept of time

Defining Key Terms for Culture

Cultural Responsiveness

“cultural responsiveness is the ability to learn from and relate respectfully with people of your own culture as well as those from other cultures.”

Intercultural Communication

“The interaction between people from different cultural backgrounds.”

Defining Key Terms

Cultural Competency

a continuous learning process that builds knowledge, awareness, skills and capacity to identify, understand and respect the unique beliefs, values, customs, languages, abilities and traditions of others

Cultural Humility

ability to maintain an interpersonal stance that is other-oriented in relation to aspects of cultural identity; encourages personal reflection and growth around culture

Cultural Humility



A: Ask Safely & Humbly

S: Seek Self-Awareness

S: Suspend Judgment

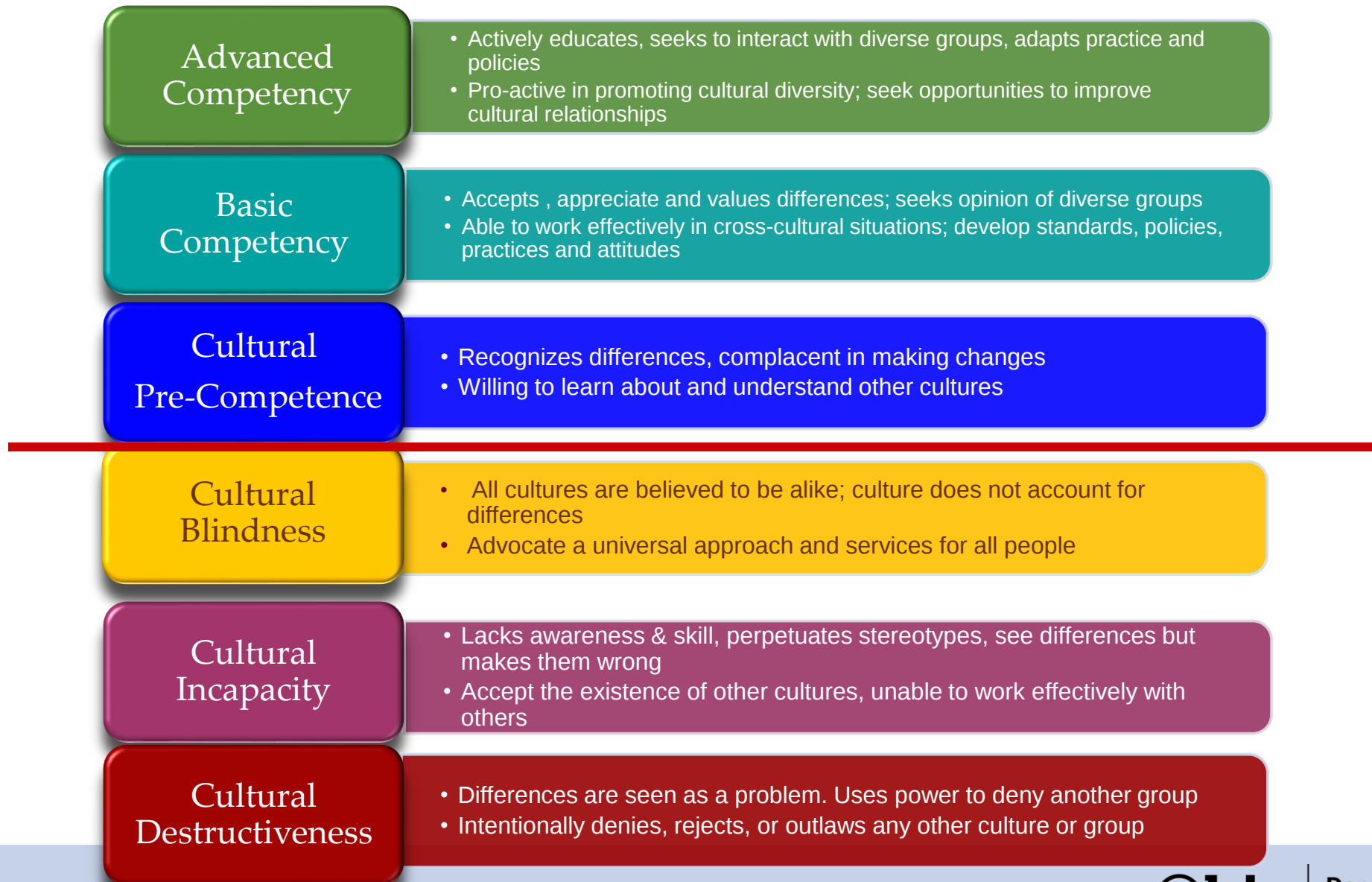
E: Express Kindness

S: Support Safety

S: Start at the Start

Cultural competence continuum

Cross et. Al 1989



Cultural Destructiveness

- Differences are seen as a problem
- Uses power to deny another group
- Intentionally denies, rejects, or outlaws any other culture or group

Cultural Incapacity

- Lacks awareness & skill, perpetuates stereotypes, see differences but makes them wrong
- Accept the existence of other cultures, unable to work effectively with others
- Feeling of superiority of own culture

Cultural Blindness

- All cultures are believed to be alike
- Culture does not account for differences
- Advocate a universal approach and services for all people

Cultural Pre-Competence

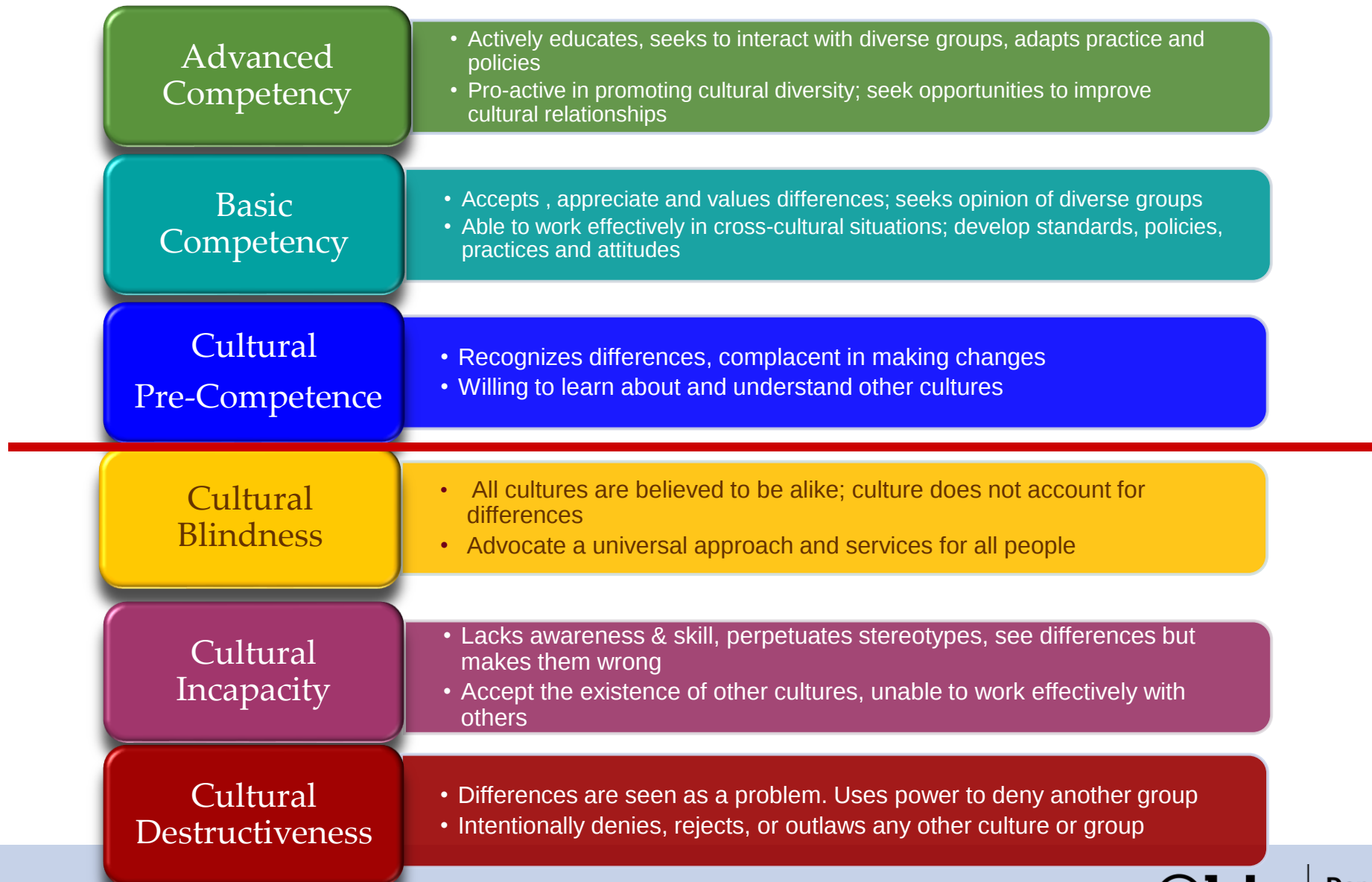
- Recognizes differences, complacent in making changes
- Willing to learn about and understand other cultures

Basic Competency

- Accepts, appreciate and values differences; seeks opinion of diverse groups.
- Tries to see things from the other's perspective.
- Able to work effectively in cross-cultural situations; develop standards, policies, practices and attitudes.

Advanced Competency

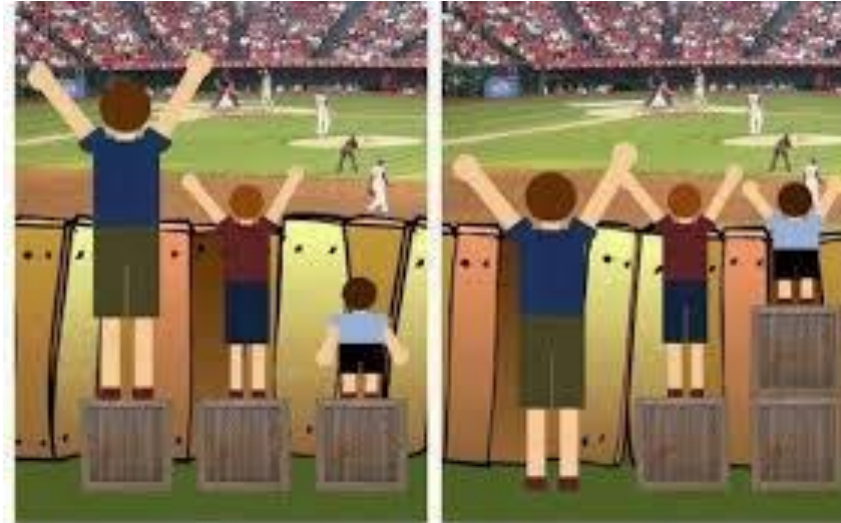
- Actively educates, seeks to interact with diverse groups
- adapts practice and policies,
- Pro-active in promoting cultural diversity; seek opportunities to improve cultural relationships



Cultural Blindness

"Everybody is a genius. But if you judge a fish by its ability to climb a tree, it will live its whole life believing that it's stupid"

Albert Einstein



Culturally blind services

- May result in unfair treatment
- May result in misunderstanding of behaviors, beliefs, and values
- Affects rapport with client
- Does not see individual needs or strengths
- Set groups or individuals up to fail
- Will not adapt services to fit those strengths
- Missed opportunity to learn and provide tailored service to the individual's need
- May result in discrimination complaints

Culturally blind workplace

- Discomfort in acknowledging differences among people resulting in the denial of those differences
- Does not recognize talents that could be an asset to the organization
- Pressures individuals to conform to the majority
- Avoids learning
- May result in discrimination

Assumptions and stereotypes

The Single Story



https://www.ted.com/talks/chimamanda_adichie_the_danger_of_a_single_story

Ohio

Department of
Job and Family Services

Let's Discuss



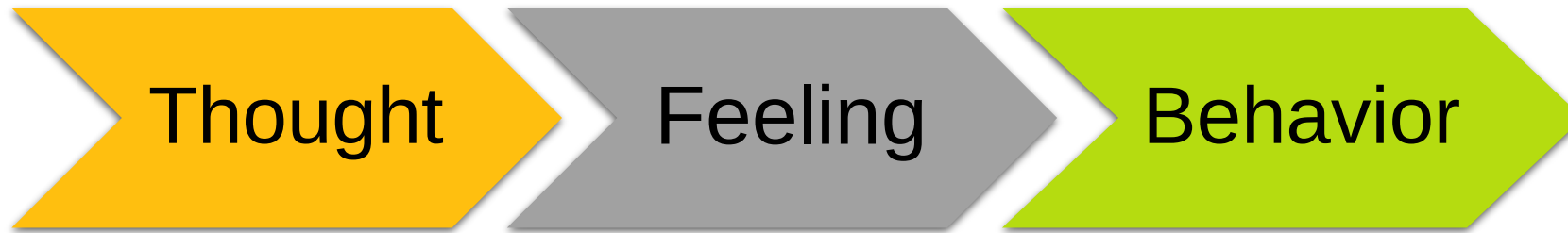
Stereotypes, prejudice, and discrimination are related but different concepts.

Stereotype is widely held but fixed and oversimplified thought, belief, image or idea of a particular type of person, group or thing. These thoughts or beliefs may or may not accurately reflect reality.

Prejudice is forming an opinion before becoming aware of the case. Preconceived judgments toward people because of their perceived group membership.

Discrimination is action that denies social participation or human rights to categories of people based on prejudice.

How it plays out



May or may not be **unconscious**

How do we change the story?



Awareness



It's late. You are at a grocery store where a mother is in one of the aisles with three children, the youngest one is crying loudly and yelling and the others are arguing.

The mother continues loading the cart with her groceries.

Assumptions



What are some general assumptions one could make about this mother?

Identify the thought, feeling and possible behaviors.

Balancing Story

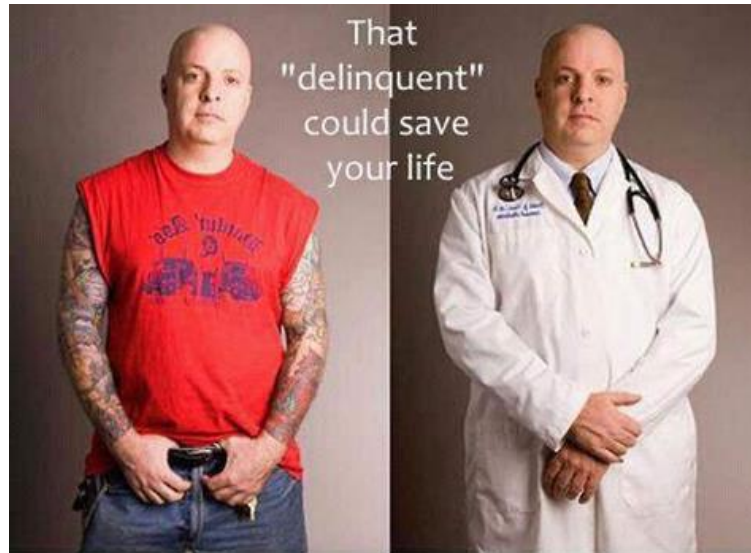


Now, establish alternative or opposite explanations to this situation.



Does this new thought
trigger a new attitude or a
new behavior?

Reframing



The stereotype is no longer rigid

1. Identify the assumption made.
2. Identify the belief or single story that support that assumption.
3. Find opposites for each of your supporting beliefs or alternative explanations or assumptions.
4. Build a reframed belief based on your new supporting statements.

Types of Cognitive Assumptions

- **All or nothing thinking (absolutism)**
- **Overgeneralization**
- **Filtering Catastrophic thinking:**
- **Minimization or maximization**
- **Applying “should” statements to a group of people**
- **Labeling**
- **Blaming**

What's Next?

Do's and Don'ts in the workplace

Do's

- Check and challenge your own beliefs about groups of people.
- Ask questions, but be tactful.
- Attend ODJFS cultural events and trainings.
- Learn on your own about people or groups you encounter.
- Report violations to policies.
- Accept that cultural competence is always evolving and will make you more effective.
- Use balancing statements and reframing.

Don'ts

- Make assumptions about people, get to know them.
- Judge other's traditions.
- Make fun about other people
- Perpetuate bias.
- Become an audience to jokes or demeaning comments about other people.
- Be afraid to ask
- Think this is only about minority groups.
- Don't ignore policy violations. This is a responsibility of all employees



Make a Self-Commitment

What is one thing you will personally work on to becoming more culturally responsive in your work?

Thank you!