

Developing Your Cultural Competence





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Why this discussion?

Declaration of Independence

Paragraph II

We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness.

July 2, 1964. The act outlawed segregation in businesses such as theaters, restaurants, and hotels. It banned discriminatory practices in employment and ended segregation in public places such as swimming pools, libraries, and public schools.

- ✓ Harassment is a form of discrimination.
- ✓ Protected classes are defined by law.



PREAMBLE of the C

We the People of the United States, in Order to form a more perfect Union, Justice, insure domestic Tranquility, for the common defense, and secure the Blessings of Liberty to ourselves and our Posterity, do hereby establish this Constitution for the United States of America.

1863 Emancipation
January 1, 1863

1920 August 18, 1920,
the 19th amendment,
women's voting rights

1964 Civil Rights Act

1990 ADA-Americans
with Disabilities Act of
1990

MEANS TO AN
SOLUTIONS
END

-DIVERSITY 101-

Get more...

History:

Learn your immigration story
Research family stories
Find names for family photos
Visit family homesteads
Tell your family's story

Information:

Watch Documentaries
Listen to World Radio Stations
Read Magazines
Attend Workshops
Contact Organizations
First Hand Knowledge

8 Things to Remember

ASSUME NOTHING

MAKE FEELINGS
KNOWN

DEVELOP
FRIENDSHIPS

BE OPEN ABOUT
DIFFERENCES

ENCOURAGE/ ASK
QUESTIONS

MISTAKES HAPPEN

NO ONE IS
SPOKESPERSON FOR
ALL

NO ETHNIC/ SEXIST
JOKE IS FUNNY

sPEAKing Up: walking it out

6
13²²

Be Ready
Identify Behavior
Appeal to Principles
Set Goals/Limits
Find an Ally/Be an Ally
Be Vigilant and Persistent
(based on tolerance.org)





Watch

- Documentaries
- Analyze Media for bias

Read

- Ethnic News Papers
- Auto biographies

Do

- Attend cultural events
- Get firsthand experience

there is
Dignity & Honor
in
Being Human

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Complete this section:

At this point in the presentation what 3 concepts stand out at you?

Enter your answer below

How might you apply these concepts in your current work?

Enter your answer below

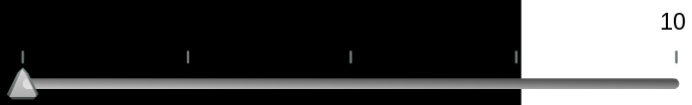
In the future how can these concepts be applied?

Enter your answer below

Over all content thus far
Rate from 1 Not helpful - 5 Very helpful



Content will be helpful in my work
Rate from 1 Not helpful - 5 Very helpful



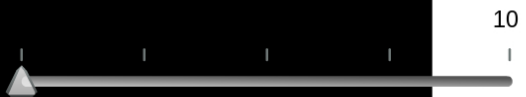
Concepts thus far

Rate from 1 not effective - 5 very effective



Use of Media

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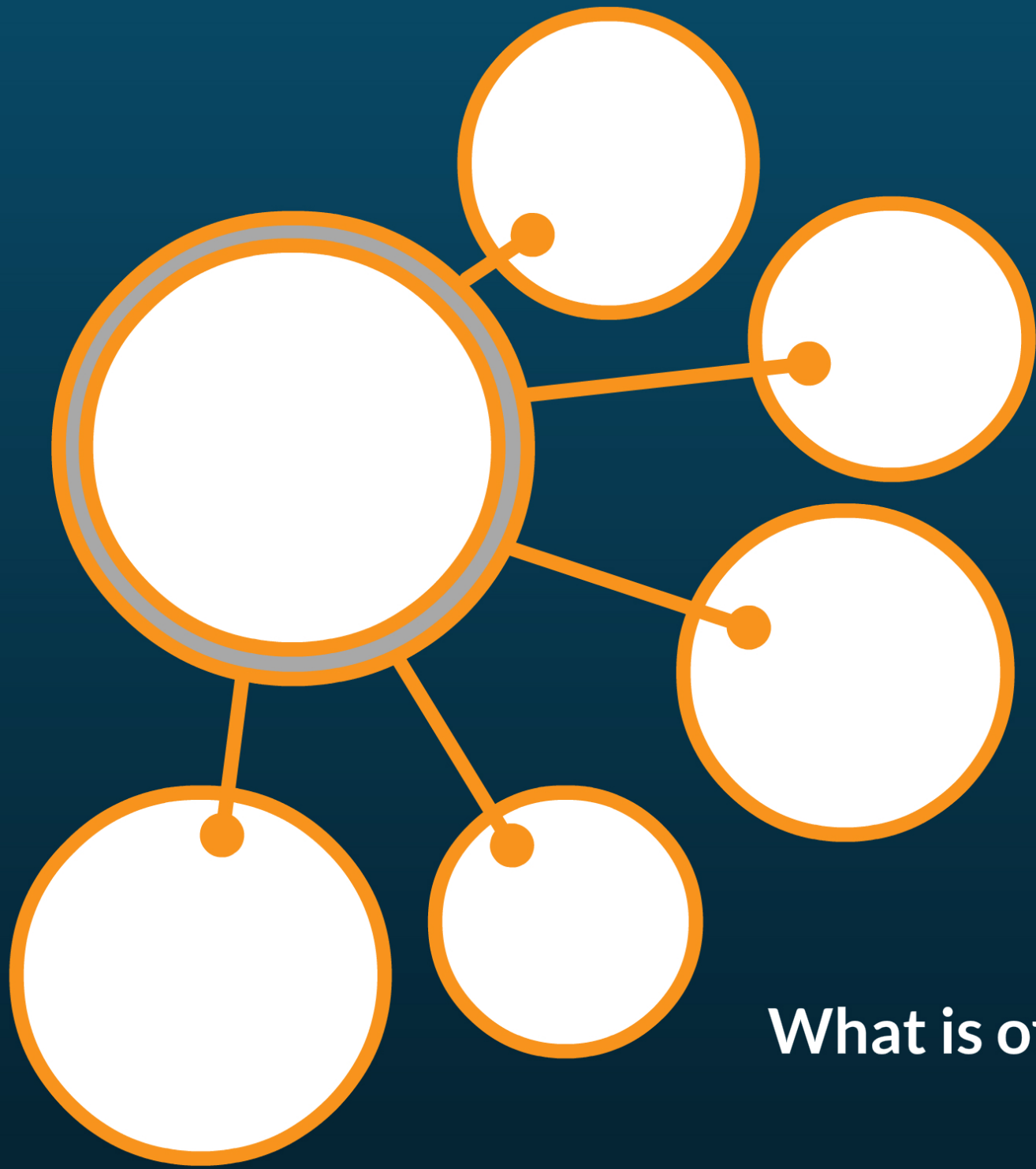
Teaching of concepts

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Tell us or ask us anything

Enter your comment below



What is of Value or Importance

NOT IMPORTANT TO US

RACE

GENDER

SEXUAL ORIENTATION

"DIS-ABILITY"

SOCIO-ECONOMIC ST

IMPORTANT TO OTHERS.

WHY?

5

Things that
you value

Human needs/Self efficacy

**SIGNIFICANCE
BELONGING
SAFETY**



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CONTEXT & CULTURE is ev

- What is the purpose of CULTURE
- Why is Context important?
- Describe an "OUT of CONTEXT M



I was not
born this way.



HEAD

HEART

HAND

Dignity and Honor
in Being Human

Bigotry
Prejudice
Discrimination

Significance
Belonging
Safety

MEME:
The smallest form of
thought the building
blocks of culture, faith,
belief and reality.

Thoughts
The concepts, images and
conversations one has
in ones mind.

Emotions
The attitude, disposition
and mood that fuels
behaviors.

Action/Behavior
The external expression
of thoughts and emotions
directed towards a goal.

Thought ___
Emotion ___
Action ___

B P D



TRUTHS
HUMANS CAN LEARN, CHANGE, AND GROW
PEOPLE DO WHAT THEY THINK WORKS
ALL BEHAVIOR IS GOAL DIRECTED
ATTITUDE IS A REACTION TO GOALS

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<<<Reactive **GOAL** <<<Proactive

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human needs/Self efficacy

SIGNIFICANCE
BELONGING
SAFETY

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Dignity and Honor in Being Human



HEAD

**Bigotry
Prejudice
Discrimination**

**Significance
Belonging
Safety**

MEME:

The smallest form of thought the building blocks of culture, faith, belief and reality.

Thoughts

The concepts, images and conversations one has in ones mind.

Emotions

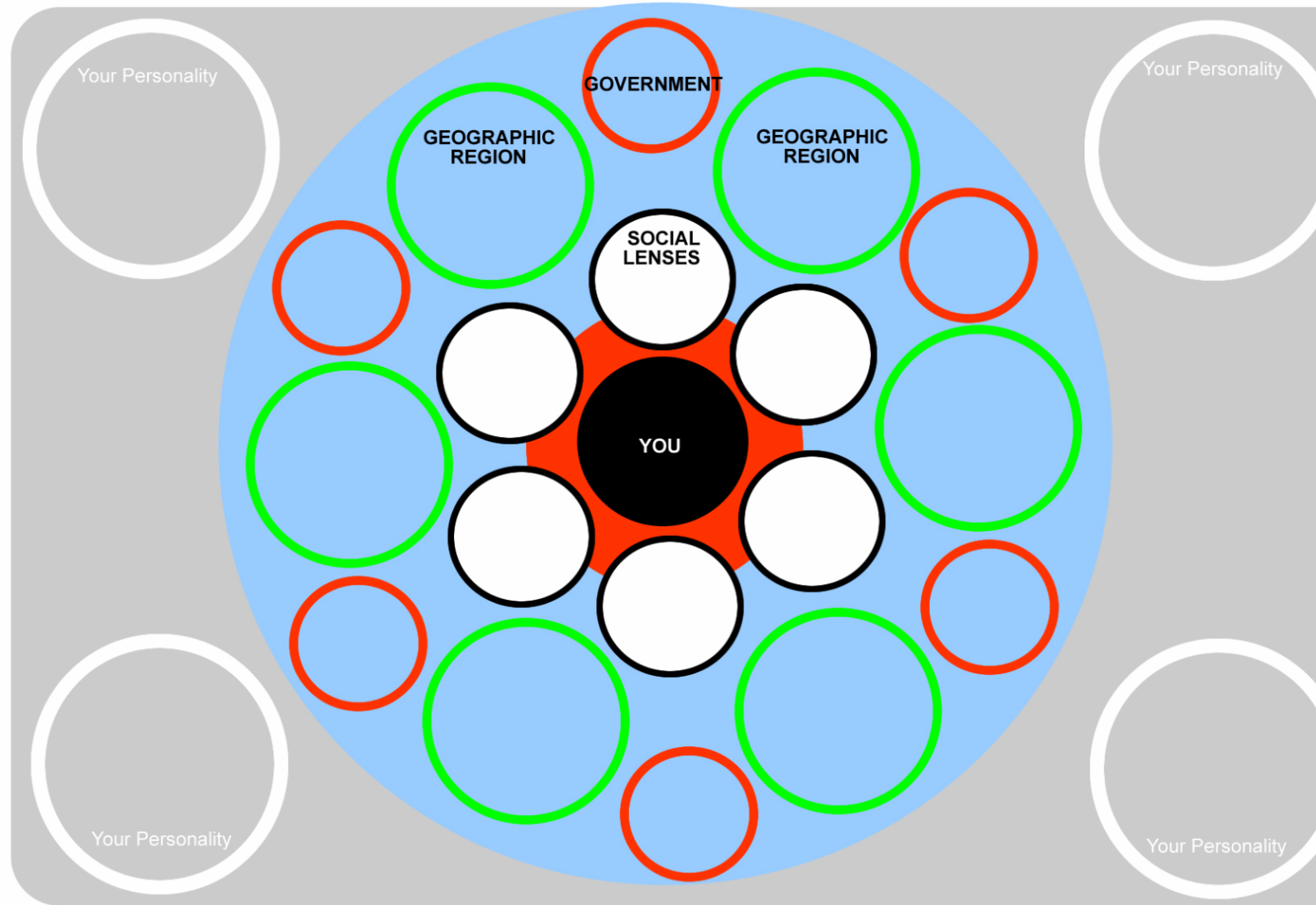
The attitude, disposition and mood that fuels behaviors.

Action/Behavior

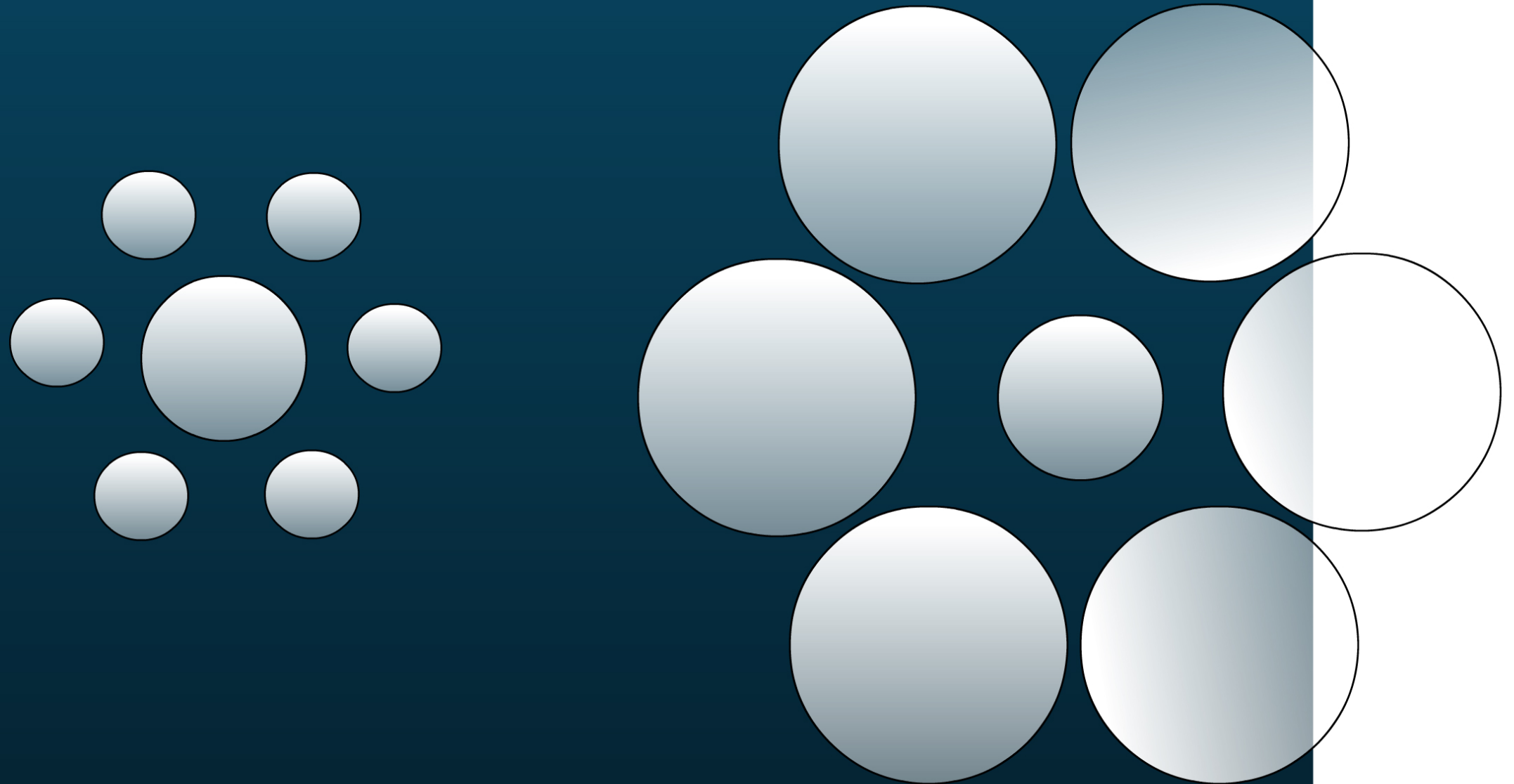
The external expression of thoughts and emotions directed towards a goal.

B P D

Thought ___
Emotion ___
Action ___



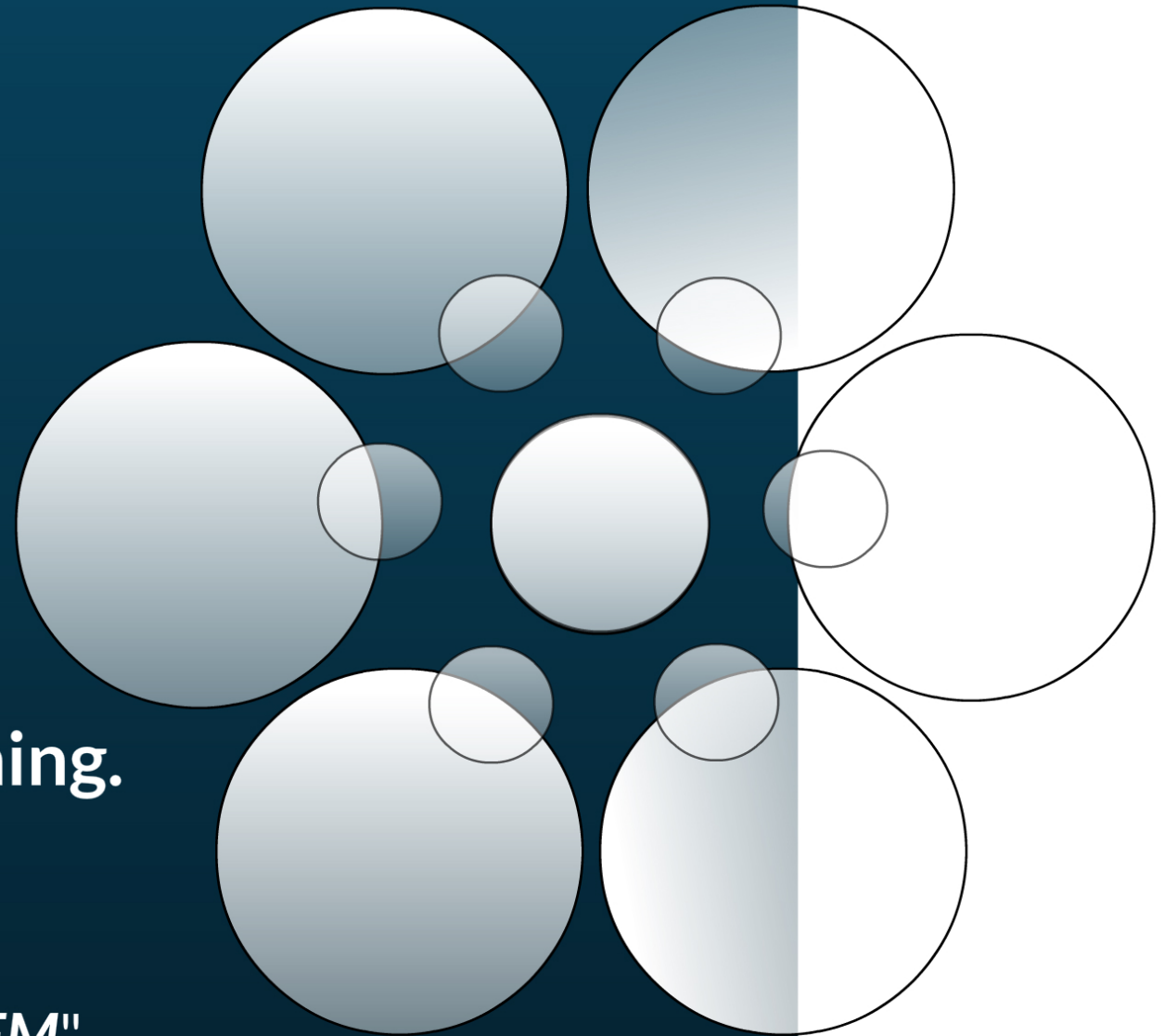
CONTEXT CULTURE PARADIGM THOUGHT BELIEF BEHAVIOR



CONTEXT CULTURE PARADIGM THOUGHT BELIEF BEHAVIOR

CONTEXT & CULTURE is everything.

- What is the purpose of CULTURE?
- Why is Context important?
- Describe an "*OUT of CONTEXT PROBLEM*".



Complete this section:

At this point in the presentation what 3 concepts stand out at you?

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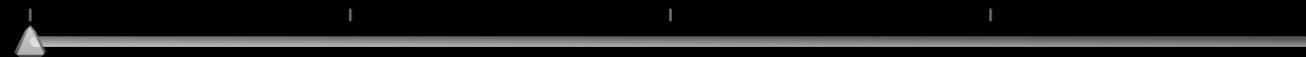
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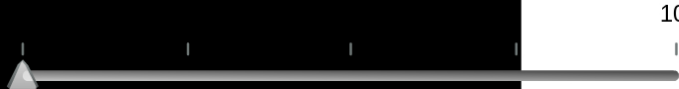
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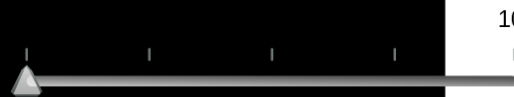


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Use of Media

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Teaching of concepts

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Tell us or ask us anything

Enter your comment below

IMPACT VS INTENT

SEASONS

INTENT VS IMPACT

-DIVERSITY 101-

Actions, policies, practices and procedures both by individuals and organizations that limit access of protected classes to goods, jobs, service and money.

DISCRIMINATION

Laws of been created to deal with, manage
give consequences for larger social ills.

Impact vs. Intent.

In Human Relation's work we talk about, d
with and learn to manage human behavior
Intent vs. Impact.

THE SEASON OF INTEN

Sticks and Ston

IMPACT vs INTENT

Human Resources, Internal Affairs & EEOC Compliance

Laws are able to fix or offer remedies, consequences of these conflicts or misunderstandings

INTENT vs IMPACT

Personal Relationships, cultures, morale and workplace environments:

We take care of each other, add human element to procedures and policies.

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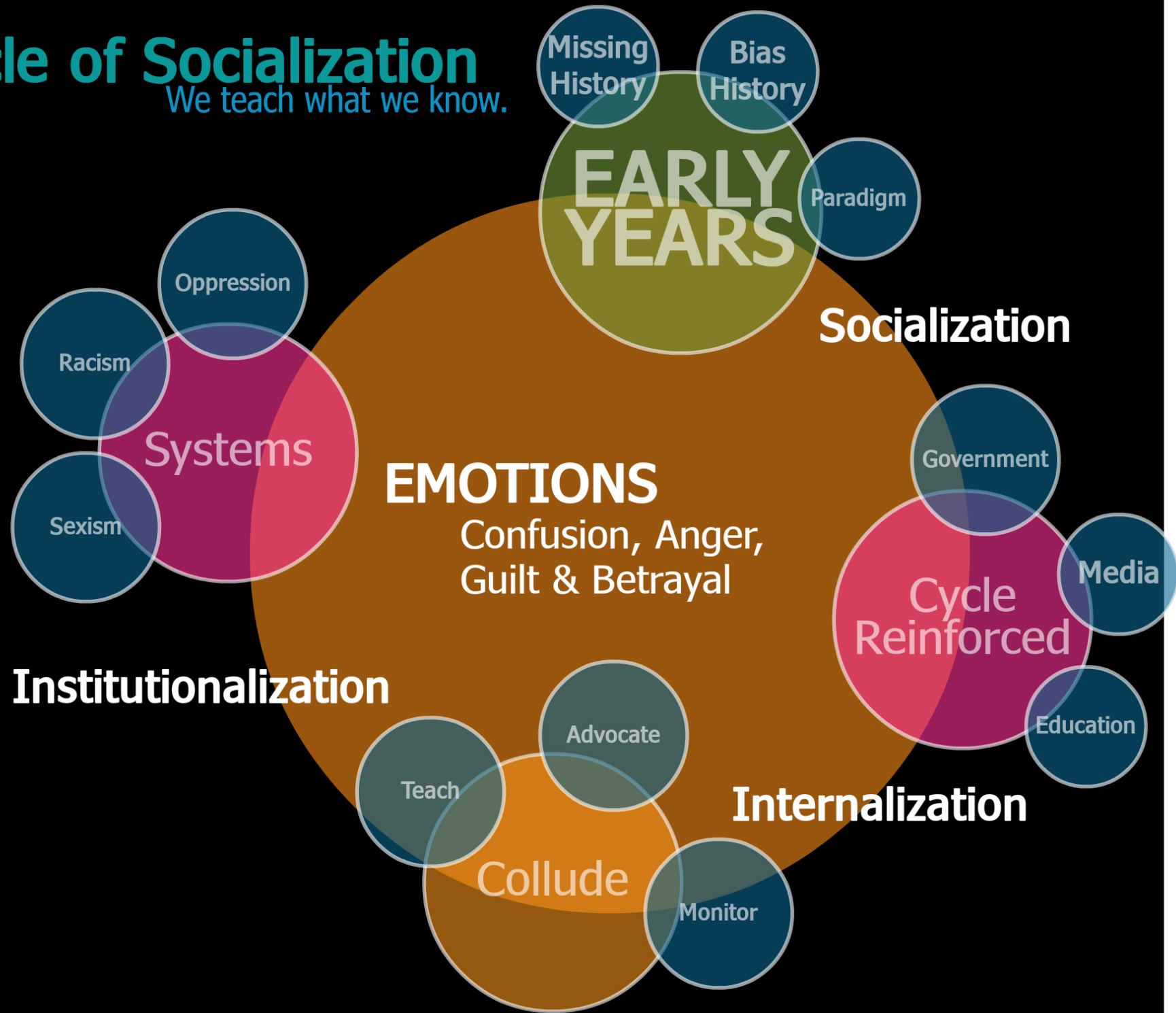


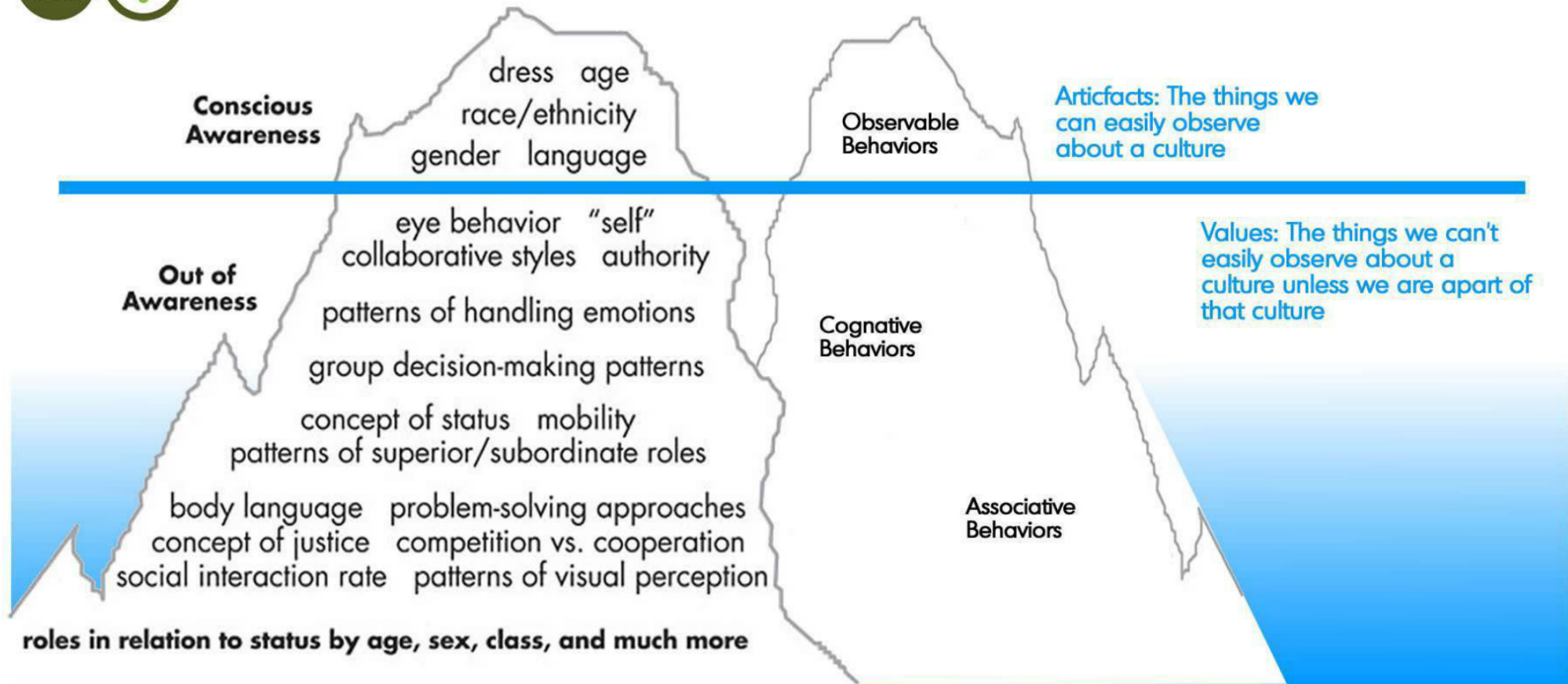
Tell us or ask us anything

Enter your comment below

Cycle of Socialization

We teach what we know.





Culture is ever evolving and changing with its environments. Cultures pass along the best of their teaching and knowledge from one generation to the next. Cultures share this information, even though they only have pieces of the "truth"

Culture Clash

Often a culture's rate of change is lower than the world around them or a culture determines that it values its view of the world more than the changing environment.

Cultural Iceberg

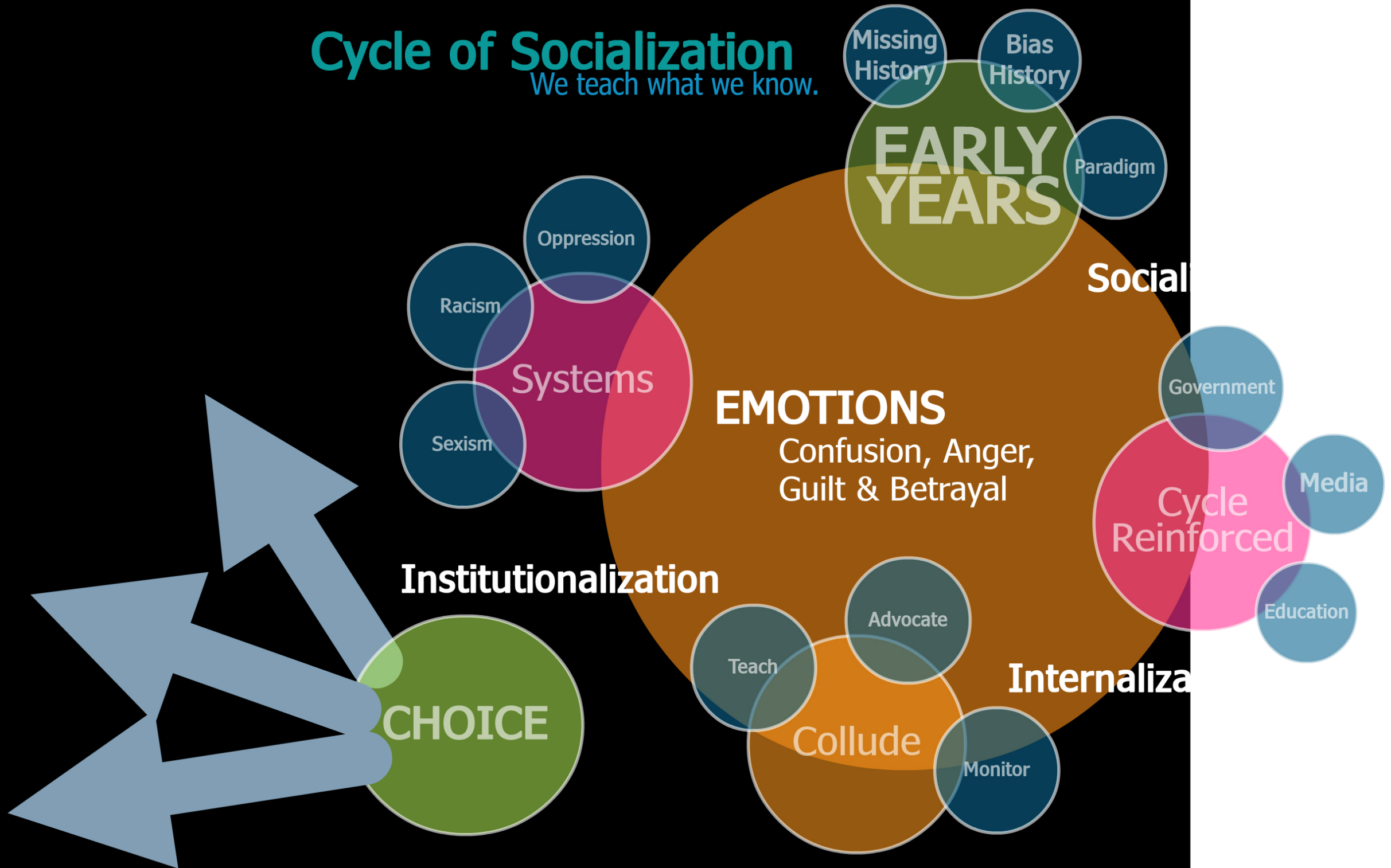
What I Learned Growing Up.

Place a "+" where you learned something positive about a group of people.
Place a "-" where you learned something negative about a group of people.
Place a "0" where you learned nothing about a group of people.
The size of your +, - or 0 is a measure of how much you learned.

	African Americans	European Americans	Latino/a Americans	Asian Americans	Disabled Americans	Native Americans
Parents and Family						
Friends						
School and Workplace						
TV, Movies and Media						
Personal Experience						

Cycle of Socialization

We teach what we know.





No Caring

Caring & No Plan

Plan

Cultural
Destruction

Cultural
Incapacity

Cultural
Blindness

Cultural
Pre Competence

Basic Cultural
Competence

Advanced Cultural
Competence

Intentionally Destructive

Not intentionally

Unbias Philosophy

Understands Difference

Discussion of Action

Cultural Competence Continuum: Agencies and Professional

Vision+Skills+Incentives+Resources+Action=
Getting things done

Vision+Skills+Incentives+Resources+Action=
Get confused

Vision+Skills+Incentives+Resources+Action=
Get nervous

Vision+Skills+Incentives+Resources+Action=
Get bored

Vision+Skills+Incentives+Resources+Action=
Get frustrated

Vision+Skills+Incentives+Resources+Action=
Get no where



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Need a pl

WHAT WOULD YOU
THINK/DO
IN THE FACE OF INJUSTICE?

-DIVERSITY 101-

**What
would
you do?**

-6

22

+13

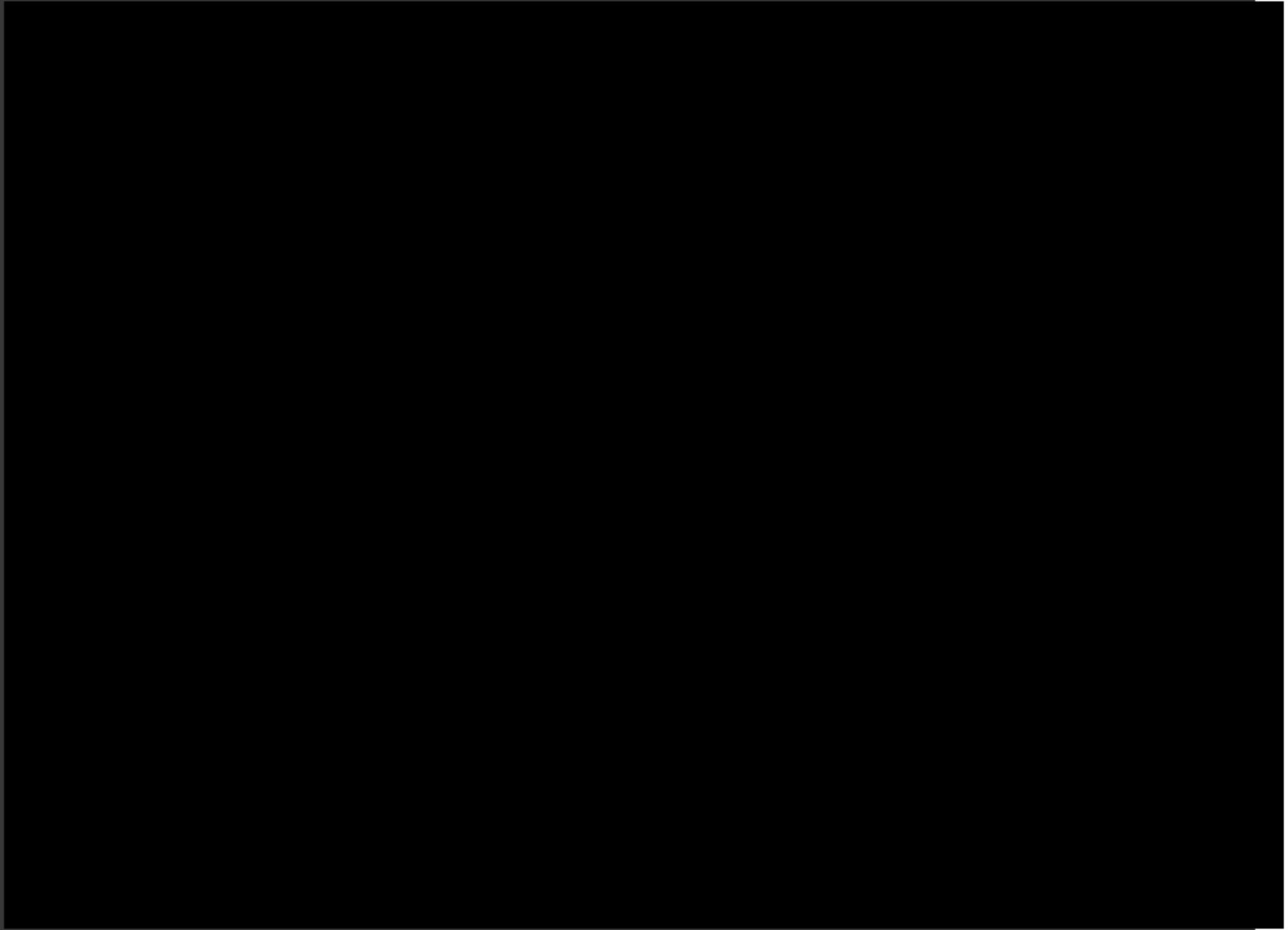


+13-6
22

EVERY DAY
THIRTEENS

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ABC's What would you do?



-6

+13-6
22

**EVERY DAY
THIRTEENS**

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**Bigots/Racist
Disconnected
Learned Behavior**

-6

Bigots/Racist
Disconnected
Learned Behavior

+13-6
22
EVERY DAY
THIRTEENS
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GOOD PEOPLE
RUB OFF
KEEP TALKING
COMPASSION
RUB

+13

**Courageous
Connected
Find Allies**

**EVERY DAY
THIRTEENS**

+13-6
22

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+13

Courageous
Connected
Find Allies

+13-6
22
EVERY DAY
THIRTEENS

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THOUGHTFUL PRACTICE RESOURCE

22

+13-6
22

EVERY DAY
THIRTEENS

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Fearful
Silent Majority
Minnesota Nice

Why do deer get hit by cars?



OUT OF CONTEXT PROBLEM.

Deer have no idea what a car is. They are surprised and mystified by the car's headlights they don't know what to do, so they do nothing. BAMM!!!

This type of problem is outside the norm of what people who are experiencing the OCP. This OCP is outside the knowledge, skills and abilities of experts. It is not considered normal and it is generally not expected to occur. The capacity to actually conceive, identify, and strategies to resolve the OCP is limited and often the best. Example: the events of 9/11/2001.

OUT OF

FEAR, SHOCKED, UNPREPARED,
UNAWARE, REACTIVE,
ACCIDENTAL

CONTEXT

PUT IT IN CONTEXT

COURAGE, THOUGHTFUL,
PREPARED, AWARE, PROACTIVE,
PURPOSEFUL

REFLECTIONS

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In the future how can these concepts be applied?

Enter your answer below

One thing you will do differently as a result of this session

Enter your comment below

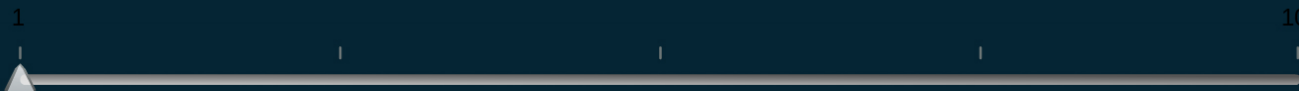
One piece of new information ...

Enter your comment below

I would like more information about...

Enter your comment below

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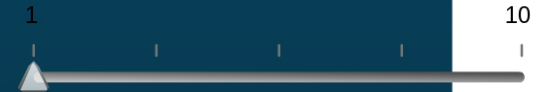


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FIN





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