



---

# Announcements. - WIFI NRG\_GUEST – No Password

- Sign In At The Website For The Training
- Glitch from January – if you attended the January training please send me an email –
- Recovery Residence Workshop – Leadership Training – February 20
- Next Training Is March 5 @ Palm House In Athens
- Still have a few training locations needed for the year



---



# Improving Cultural Awareness In A Culturally Diverse World

---

---

# Questions & Answers

- How do we identify cultural differences without offending our clients?

What are the factors that play into being culturally competent?

How do you define cultural competency and how do you measure it?

Are there any training documents or training resources for this that currently exist?

How can we become more Culturally Competent & Aware?

---

*Culture is the learned and shared knowledge that specific groups use to generate their behavior and interpret their experience of the world.*

---

---

“

Strength  
lies in differences,  
not in similarities.”

Stephen R. Covey

---

# A Growing Diverse Population

- The U.S. Census Bureau estimates that by 2043, the U.S. will become a “majority minority” country.

This means that although the non-Hispanic white population will still be the biggest group, a single group will no longer make up the majority.

More than 50 percent of the population will identify as belonging to an ethnic minority group or any group other than non-Hispanic white.

---

# Cultural Competency

- The word **culture** is used because it implies the integrated pattern of human behavior that includes:
  - \* Thoughts
  - \* Communications
  - \* Actions
  - \* Customs
  - \* Beliefs
  - \* Values and Institutions of a Racial, Ethnic, Religious or **Social Group**.

The word **competence** is used because it implies having the capacity to function effectively.

---

# The Art Of Active Listening

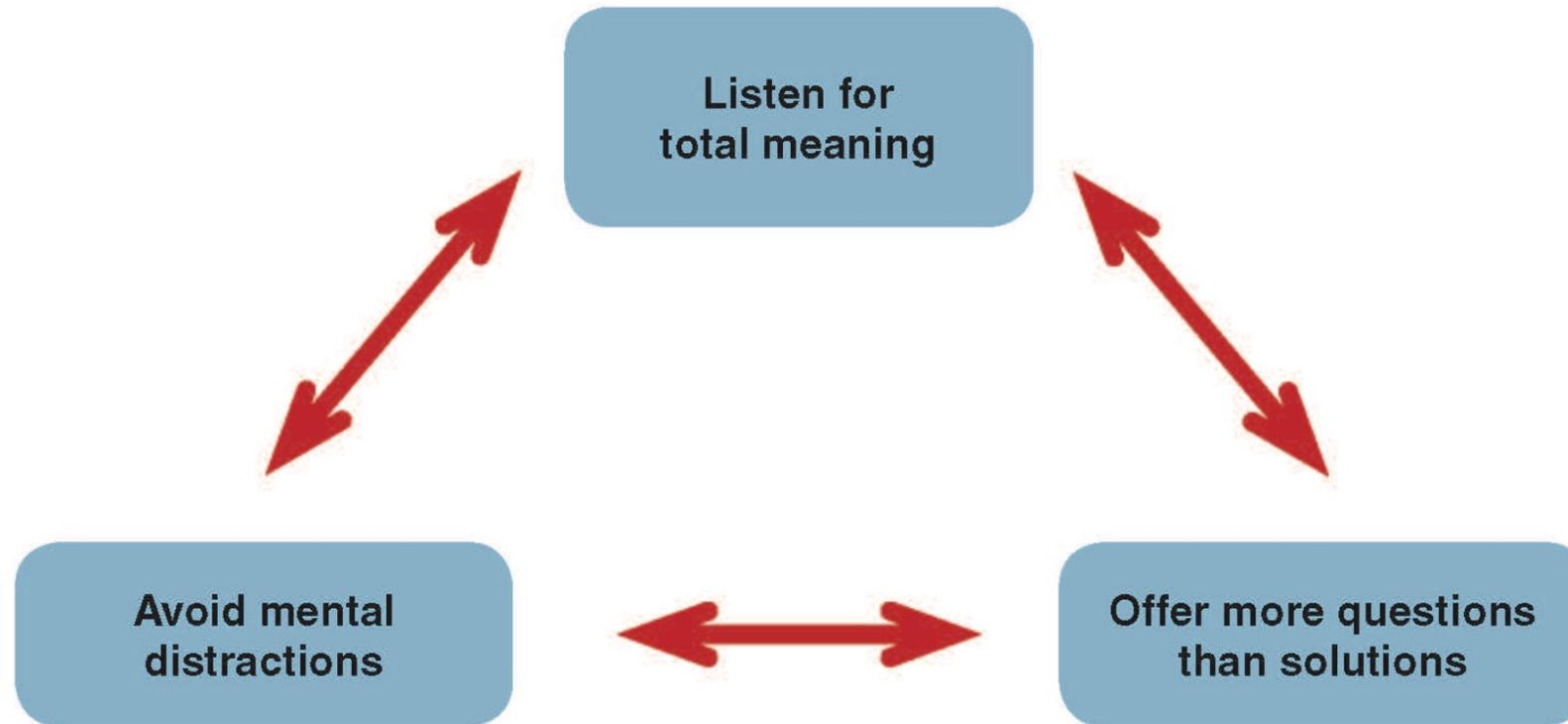


Fig. 1.The Art of Active Listening

---

---

## 5 Essentials To Becoming More Culturally Competent

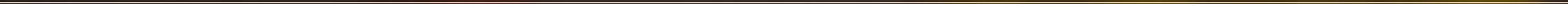
Five essential elements contribute to an individuals or an organization's ability to become more culturally competent include:

- \*. Valuing diversity
- \*. Having the capacity for cultural self-assessment
- \*. Being conscious of the dynamics inherent when cultures interact
- \*. Having institutionalized culture knowledge
- \*. Developing ways that you deliver an understanding of cultural diversity – it is reflected in your day to day activities and corporate or personal culture. That you Embody Cultural Competency.

These five elements should be manifested at every level of an organization including policy making, administrative, and practice. Further these elements should be reflected in the attitudes, structures, policies and services of the organization.



# 1<sup>st</sup> Step To Cultural Competence



---

# Self Awareness – Self Assessment

Reflecting critically on our own biases and prejudices helps to develop the skills necessary to effectively interact and engage with individuals whose cultural background is different than our own.

Realizing that everyone has biases is an important step for building cultural competence. Our biases may stem from our backgrounds, experiences, or personal demographics, and these biases exist whether or not we are aware of them.

The problem is when we deny or fail to acknowledge our biases. Our interactions and perceptions of others may be influenced by our biases. These biases may cause us to inadvertently act in ways that are discriminatory towards others.

However, if we are aware of our biases, we can work to diminish our own prejudices and the implications they may have in our interactions with others. In fact, holding on to the belief that one is “color-blind” and unbiased is linked to unfavorable behaviors, such as miscommunication and lack of trust across racial groups, reluctance to help others from a different cultural group, and less ability to detect biased behaviors.

Acknowledging that we all have biases and that we all hold stereotypes is the first step in cultural competence.

---

**Culture** is akin to being the person observed through a one-way mirror; everything we see is from our own perspective.



It is only when we join the observed on the other side that it is possible to see ourselves and others clearly – but getting to the other side of the glass presents many challenges.

(Lynch & Hanson 1992 Developing Cross Cultural Competence)

Slide Source: National Center for Cultural Competence, 2007

---

---

## #1 Breakout – Cultural Introduction

# Introduce Yourself To The Group Through The Lens Of Your Own Culture.

What is the holiday your family celebrates the most and what are some of the rituals?

If you wanted to serve a visitor a meal that would help them to understand your cultural heritage, what meal would you serve?

---

---

Cultural awareness includes an understanding of the potential interaction among **subcultural identities** within each individual person and the implications of that interaction for health and mental health care.

---

## #2 Breakout - Conduct A Cultural Audit

Describe the cultural context of yourself to the group.

Talk about the various cultures, sub-cultures and shared experiences in which you belong or work.

- Nationality
  - Ethnicity
  - Native Language
  - Race
  - Gender
  - Religion or Spiritual Beliefs
  - Occupational Status
  - Educational Status
  - Economic status or social class
  - Physical attributes
  - Relationship Status
  - Age group
  - Geographical/regional residency – ITP / OTP
  - Health Status / Workout vs. Don't Workout
  - Smoker / Non-Smoker
  - Recovery Status - DOC
-

---

A culturally aware person is mindful of these dynamic aspects of culture and is cautious not to easily generalize or stereotype individuals based on an over- simplified evaluation of their cultural backgrounds.

---

## Breakout #3 - Stereotypes & Expectations

- Identify the current expectations and stereotypes in your group or community about people from each of these cultures, and how these stereotypes might affect communication and your ability to work together. Examples of stereotypes, which can be positive, negative, or neutral, may include:

Hardworking or lazy

Family-oriented or work-focused

Withholding or generous

Expressive or quiet

Suspicious of strangers, unfriendly, or open and warm

Aggressive or gentle

Emotional or unfeeling

Traditional or open to change

Intelligent or ignorant

**Here is where you  
have to get honest  
with your Biases**

---

# Culture & Bullying

- The American Psychological Association reports that roughly 40% to 80% of children are involved in bullying on some level during their time in school. (APA, 2014)
  - That means an average of 60% of your community has experienced bullying in their lives
  - Millions of dollars are spent each year in our schools on Anti – Bullying Awareness.
  - Anxiety – Depression – Suicide
-

# Examples Of Bullying

---

## 21 Examples of Bullying at Work

1. Profane, threatening, or disrespectful language or any form of verbal abuse.
  2. Degrading or demeaning remarks that might include insults or name calling.
  3. Harsh criticism in the presence of other employees.
  4. Comments that have a negative effect on work performance.
  5. Behavior that diminishes psychological safety such as withholding vital job-related information, refusing to answer questions, or refusing to assist when requested.
  6. Routinely making unfavorable or unreasonable assignments.
  7. Retaliation against a whistleblower.
  8. Using position or authority to talk down to or demean another.
  9. Deliberate exclusion of individuals from meetings or activities they should be attending.
  10. Shunning, excluding, marginalizing, or using the silent treatment.
  11. Personal attacks or threatening comments.
  12. Setting someone up to fail.
  13. Not providing important assignment-related information.
  14. Racial, ethnic, sexual, gender, or religious slurs.
  15. Circulating private correspondence (emails, messages, texts) without permission.
  16. Rude nonverbal behaviors and/or gestures (e.g., eye rolling, snickering, finger pointing, staring).
  17. Taking credit for the work of another.
  18. Gossip mongering or rumor spreading.
  19. Interrupting.
  20. Telling personal jokes about a coworker (Bartlett & Bartlett, 2011).
  21. Forms of manipulation (Bartlett & Bartlett, 2011).
-

---

# Cultural differences can lead to bullying and cause difficult situations within your community and the workplace.

What is your policy and what do you do when a situation arises within your community that challenges someone's beliefs and feeling safe within the community.

Scenerio: You have client who has been with you for a while, they are doing well and have generally gotten along with various roommates but now there seems to be some issues with a new roommate who has different religious belief.

---

---

## 3 Important Components To Cultural Competence

- \* **Active Listening** – Be Present – Don't Hi-Jack The Conversation
  - \* **Empathy** – Walk in another person's shoes
  - \* **Engagement** – Learn From One Another
-

---

# Challenge

Practice Active Listening

Take A Heavy Dose of Self Reflection

Learn About Different Cultures & Sub-Cultures

Interact With Diverse Groups

Get Out of Your Comfort Zone

---

