

Cultural Competence



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Introduction



☞ Greetings

- ☞ --Cultural competence goes far beyond knowledge or respect for ethnic, racial, gender or religious differences.
- ☞ --Awareness is the first step.... Try to be open today.
- ☞ --None of us will be “fully competent”!

We encourage all participants to:

☞ To be open

☞ To listen

☞ To share



Write down terms you
would use to describe
yourself--
one term per card

Iceberg Conception of the Nature of Culture



- ❧ Think about these terms and how they relate to someone on this campus who is very different from you.
- ❧ --How are they different?
- ❧ --Why do you think they are different?

What is Culture?



- ❧ The enduring behaviors, ideas, attitudes, and traditions shared by a large group of people and transmitted from one generation to the next.
- ❧ Culture includes:
 - ❧ Fine arts, literature, dress, music, food, language
 - ❧ Notions of modesty, conceptions of beauty, definition of sin, approaches to problem-solving, conception of justice, notions of leadership, nature of friendships, and much, much more!

Cultural Competence, a Definition

- ☞ Cultural Competence refers to the process by which **individuals and systems respond respectfully and effectively** to people of all languages, classes, races, ethnic backgrounds, disabilities, religions, genders, sexual orientation and other diversity factors in a manner that **recognizes, affirms and values the worth** of individuals, families and communities and **protects and preserves the dignity of each.**

And Another



- ☞ Cultural competence is: the **knowledge, interpersonal skills, and behaviors** that enable a system, organization, program, or individual to **work effectively** cross-culturally by
- understanding,
 - appreciating,
 - honoring, and
 - respecting cultural differences and similarities within and between cultures.

What Does Cultural Competence Involve?

- ☞ Several essential elements contribute to one's ability to become more culturally competent including:
 - ☞ Valuing diversity
 - ☞ Having the capacity for cultural self-assessment
 - ☞ Being conscious of the dynamics inherent when cultures interact
 - ☞ Having (and being willing to acquire) cultural knowledge

Stages of Cultural Competence

- ❧ Cultural destructiveness
 - ❧ Cultural incapacity
 - ❧ Cultural blindness
 - ❧ Cultural pre-competence
 - ❧ Cultural competence
 - ❧ Advanced cultural competence
- ❧ Where are you? Does it depend on the group?

How can I Become more Culturally Competent?

- ☞ Recognize and be aware of one's biases and prejudices (and we all have them)
- ☞ Recognize your own history, and your own culture
- ☞ Reach out to, and work with, different communities and encourage a variety of perspectives
- ☞ Attend diversity oriented conferences

Individual and Group Activity

- ❧ “Words” may have varied meanings to different people:
- ❧ Individually --
 - 1) Write down a word you have been called that irritated or hurt you?
What did it make you feel or think?
What do you think was the intent of the word?
 - 2) Write down a word you have called others that might have irritated or hurt them?
- ❧ Place on separate boards and compare as group

Some Questions for Discussion

- ❧ What is the primary culture at Ferrum?
- ❧ Does Ferrum encourage alternative cultural views?
- ❧ Is Ferrum a safe place to:
 - ❧ Be gay?
 - ❧ To express a minority religious belief?
 - ❧ To be different?
 - ❧ To express urban culture?
 - ❧ To express rural culture?

Different Perspectives on Behaviors



- ☞ Hats – okay for whom, when, where?
 - Church but not the cafeteria?
 - Hair and its covering
- ☞ Noise - loudness vs. means of expression?
- ☞ Sense of Time – “on time” vs. “take your time”
- ☞ Cleanliness and type of dress –
 - individualism? lack of modesty ? Disrespectful?
- ☞ Language – when, where, what words

What Shall we Talk
about Next?



Please answer the following questions. Your responses will be kept confidential.

Please use the following scale to guide your answer selection:

1 -- Strongly Disagree 2 – Disagree 3 – Neutral 4 – Agree 5 – Strongly Agree

1. This training was helpful to me. _____

2. I am aware of the prevailing beliefs, customs, and values of the various cultural groups at Ferrum. _____

3. All cultural groups on campus have fair and equal representation _____

If you disagreed with question number 3, which groups do you feel are not well represented?

4. Ferrum prepares its employees to work effectively with people from different cultures _____

If you disagreed with question number 4, which groups do you feel Ferrum employees are not well prepared to work with?

5. When possible, I try to avoid imposing values that may conflict or be inconsistent with those of cultures different than my own. _____

6. I treat all of my clients with respect for their culture. _____

7. I do not impose my beliefs and value systems on students. _____

8. I would like to learn more about this topic. Specifically, I would like to learn more about:
