

Improving Outcomes through Cultural Humility

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National Health Care for the Homeless Council
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Agenda

- Greetings, Introductions and Agenda Review
- Objectives
- Defining Culture
- Defining Cultural Competency and Its Multiple Dimensions
- The Importance of Effective Cross-Cultural Communication
- Understanding the Challenges to Cross-Cultural Communication
- Strategies for Improving Cross-Cultural Communication
- Q&A and Wrap Up



PRESENTERS



Bahiya Cabral-Johnson, M.S., M.Ed.

Experienced in multicultural program development and evaluation, she holds a Master's degree in Sociology from Temple University and in Multicultural Education and TESOL from Eastern University. She is responsible for program development and delivery at the Welcoming Center for New Pennsylvanians.

PRESENTERS

Judy Johnson, M.S.



Judy Johnson serves as Director of Programs for the Welcoming Center for New Pennsylvanians. She leads a team of instructors, case managers and employment specialists in providing services to immigrants that enhance their economic integration into the Philadelphia area economy. Central to student success is their ability to understand and negotiate U.S. culture. Judy's background in cultural awareness training has provided her with the skills and experience to incorporate cultural competency into the curriculum for students and the professional development agenda for staff.

She has a Master's degree in Administration of Human Services, and is also a certified trainer with Leadership Development in Interethnic Relations (LDIR).

CONVERSATION GUIDELINES

- What do we need to establish to make this a safe space?
 - Ability to Pass or Participate
 - Respect of Differing Opinions
 - Meet people where they are
 - Use of “I” Statements
 - All Questions are Valid
 - Confidentiality
 - Risk-Taking Encouraged
 - Have FUN while learning
- Anything missing?



Cultural Introduction



Objective

Objectives:

- ✓ Understand how one's worldview, biases, and assumptions impact relationships with others, including co-workers, clients, and community stakeholders
- ✓ Learn about the benefit of demonstrating culturally competent attitudes and behaviors in an organizational setting
- ✓ Explore the Cultural Competence Continuum as a personal and organizational evaluation tool
- ✓ Discuss strategies for enhancing cultural competence to improve relationships and perform better in the work setting
- ✓ Explore challenges to effective cross-cultural communication
- ✓ Discuss various strategies for improving cross-Cultural communication



Getting To Know You



What Do You Hope to Gain from Today's Discussion?

Defining Culture

Culture

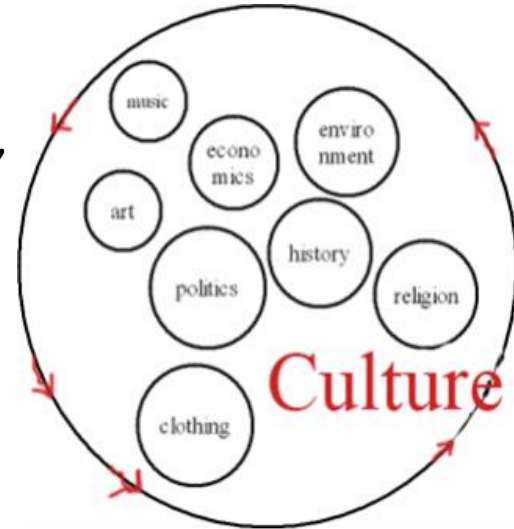
Shared products of a human group. The total lifestyle of a people. It includes all of the ideas, knowledge, behaviors, and material objects that people share.

- **Material Culture** - Physical objects, such as artifacts, tools, books, clothing, schools, and money. Anything made with human hands.
- **Non-Material Culture** - Non-physical objects, such as values, norms, knowledge, religion, systems of government, language, and meanings of right and wrong.

We are not born with culture, we must learn it after birth!

We are all a part of many cultures!

<https://www.youtube.com/watch?v=GOHvMz7dI2A>

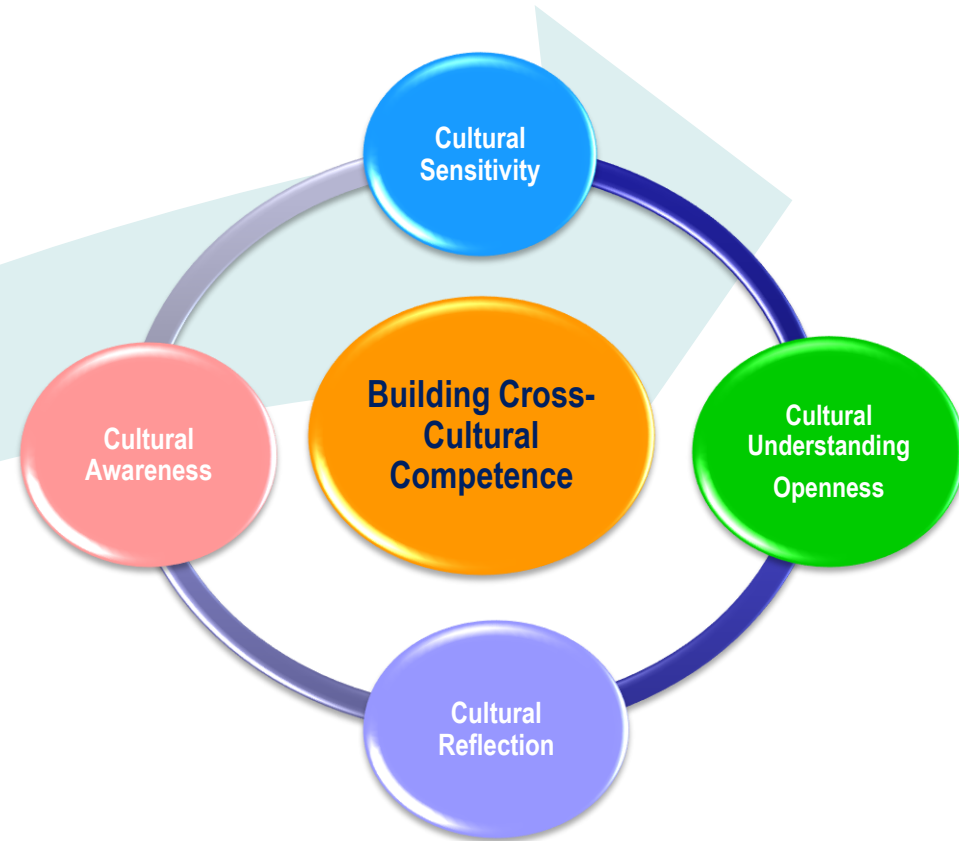


Partner Talk



Defining Cross-Cultural Competency

- Working with people is inevitably a cross-cultural enterprise.
- Everything we do exists within a cultural context.
- Our approach to Cross-Cultural Competency is **NOT** focused on teaching/learning about “cultural stereotypes.”
- **Building Cross-Cultural Competence** is not a simple, technical skill that can be acquired once and for all, but rather a **DEVELOPMENTAL** and **CONTINUAL** process.



ONE'S CROSS-CULTURAL COMPETENCE CONTINUES TO GROW!

Cultural Competence

“A process of learning that leads to an ability to effectively respond to the challenges and opportunities posed by the presence of cultural diversity in a defined social system.”



Elements of Cultural Competence

1. Awareness of one's own culture
2. Understanding the dynamics of difference
3. Awareness and acceptance of difference
4. Development and application of cultural knowledge
5. Celebration of diversity

Lunch Break



What is Cross-Cultural Competency

Unpacking elements of one's culture

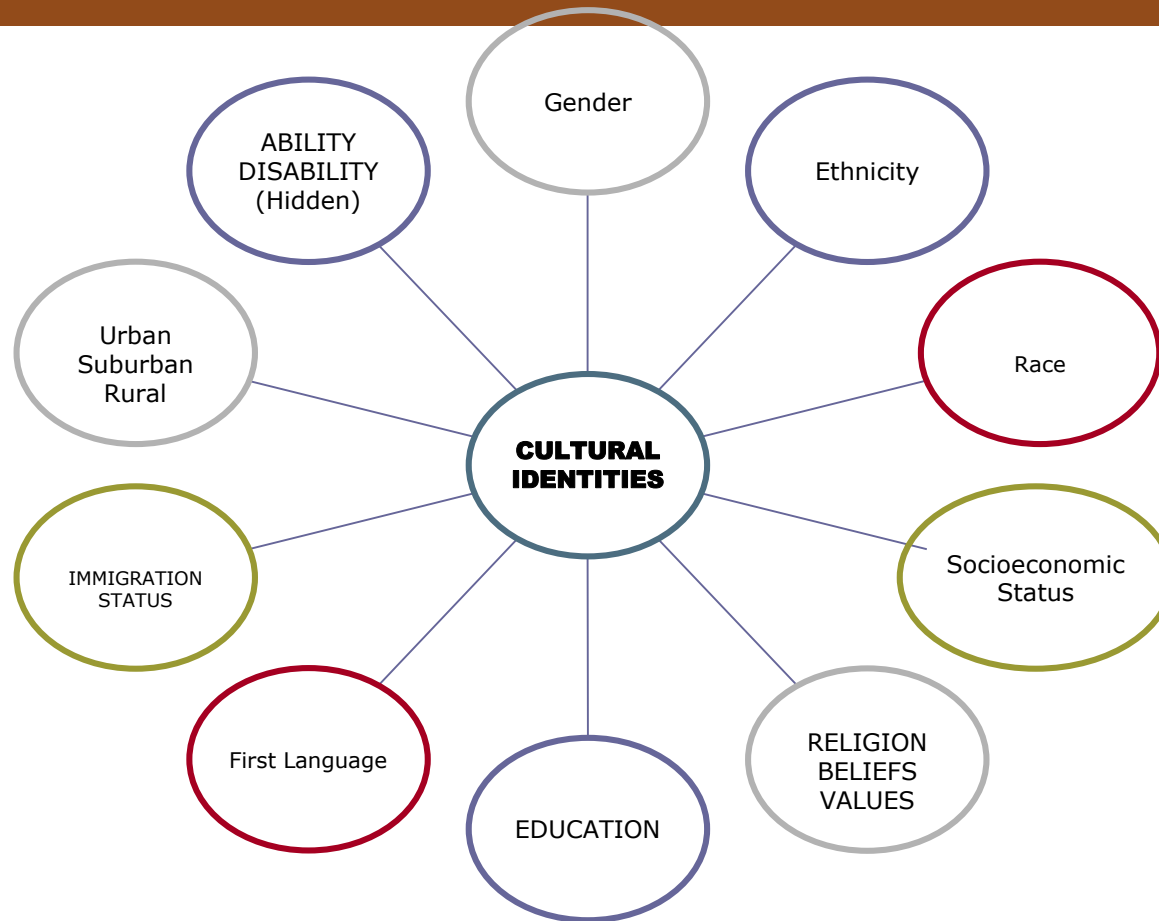


Understanding the role of ethnocentrism

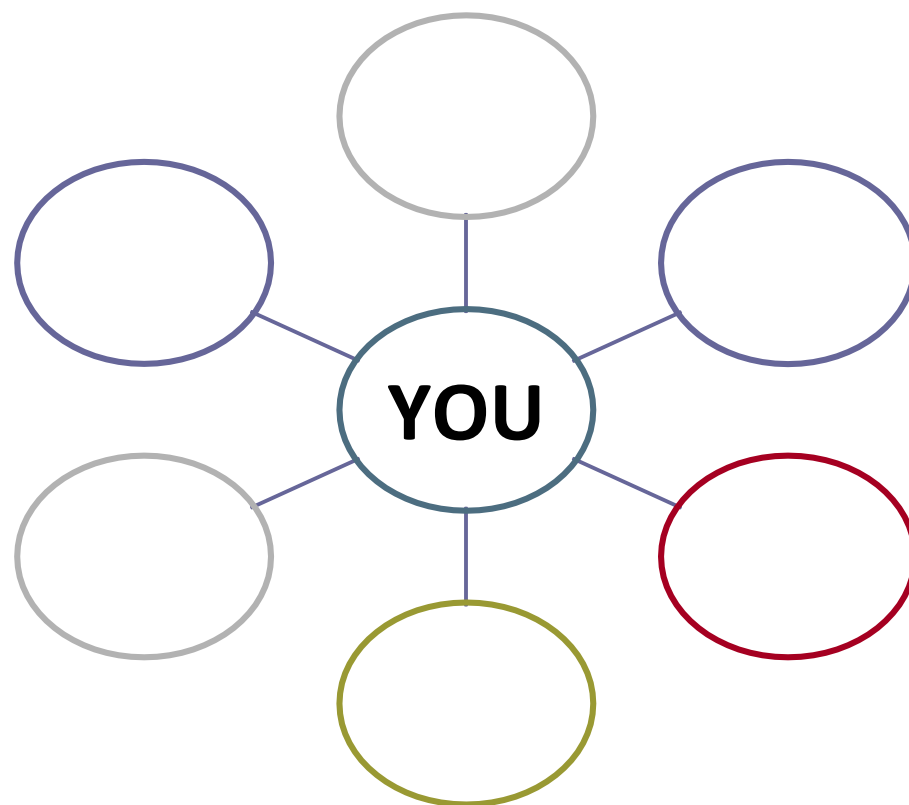
Cultural Self-portrait/evaluation

Rethinking cultural stereotypes/perceptions about others

Activity 2 – Cultural Self-Portrait



You as a Culturally Diverse Entity

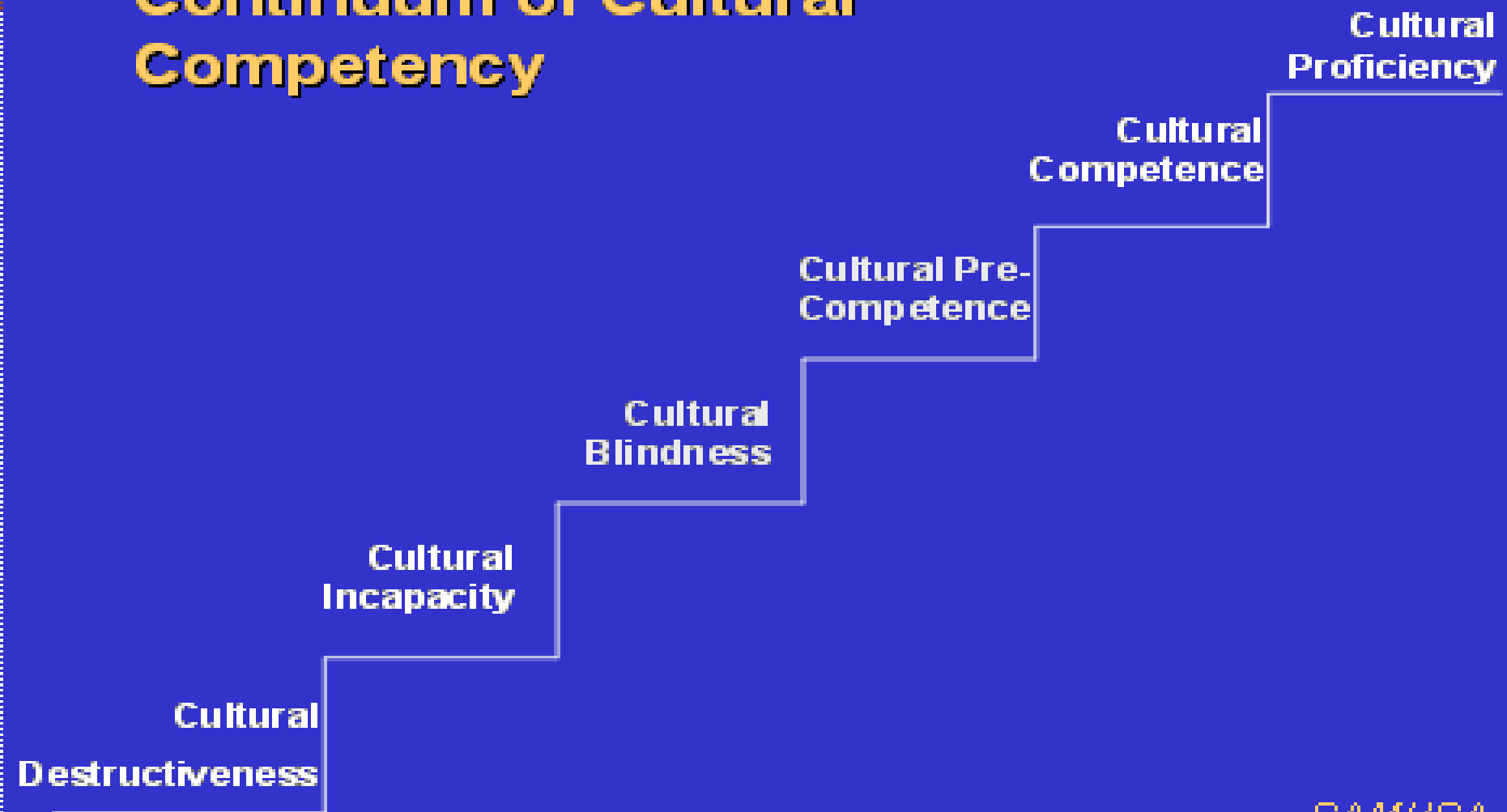


Activity 2 – Cultural Self-Portrait (cont.)

- With your partner discuss the following:
 - Why did you choose the 6 components that you chose as opposed to the ones you did not include?
- Identify the 2 components in your self-portrait that you see as having the most cultural significance
 - With your partner, discuss how these components have influenced your values, beliefs and behavior?
 - Are there ways in which these components are in conflict or contradictory to one another?

PATH TO CULTURAL COMPETENCY

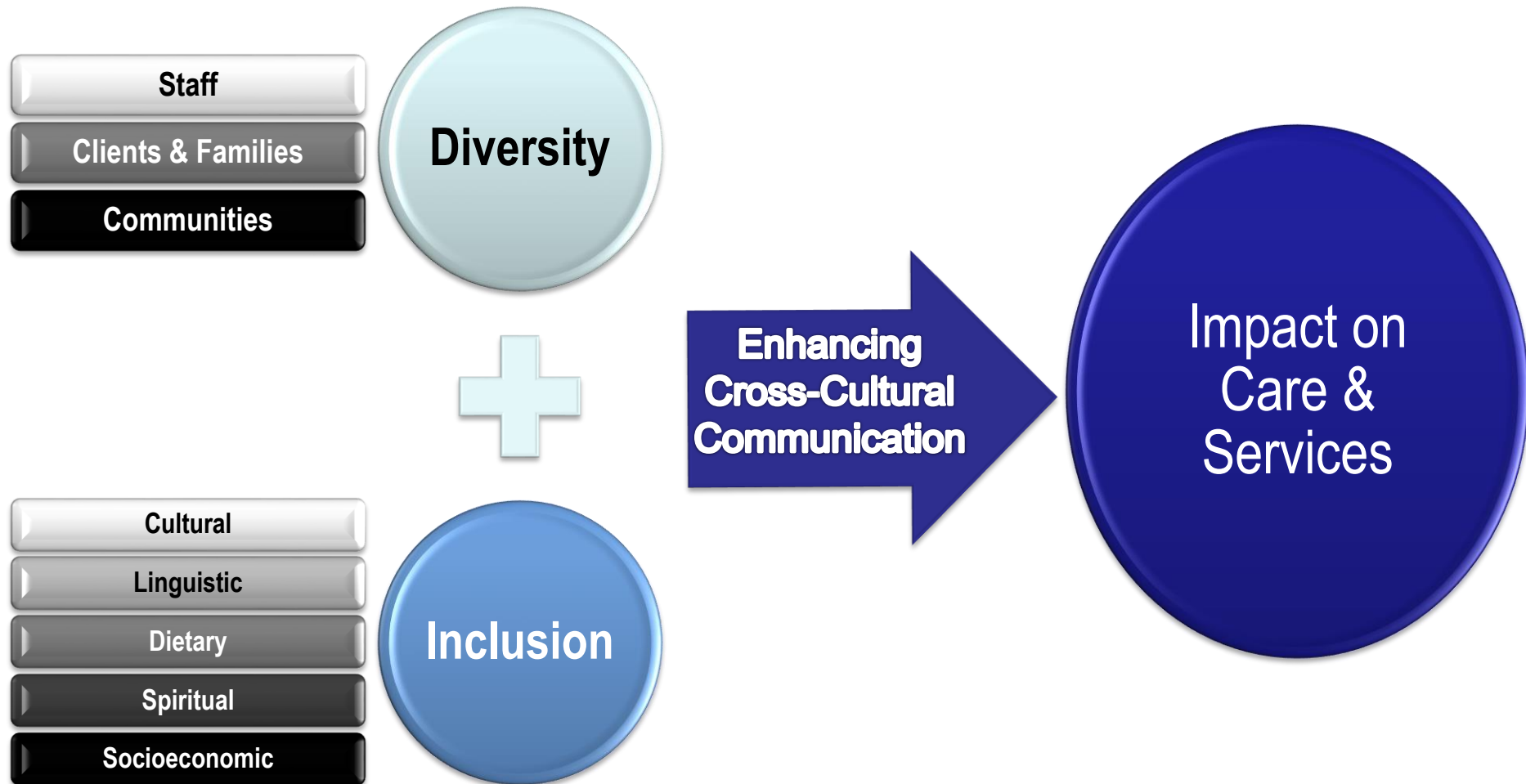
Continuum of Cultural Competency



The Cultural Proficiency Continuum

1. **Cultural Destructiveness.** See the difference, stomp it out. Negating, disparaging, or purging cultures that are different from your own.
2. **Cultural Incapacity.** See the difference, make it wrong. Elevating the superiority of your own cultural values and beliefs and suppressing those of cultures that are different from your own.
3. **Cultural Blindness.** See the difference, act as if you don't. Acting as if the cultural differences you see do not matter, or not recognizing that there are differences among and between cultures.
4. **Cultural Pre-competence.** See the differences, respond inadequately. Recognizing that lack of knowledge, experience, and understanding of other cultures limit s your ability to effectively interact with them.
5. **Competence.** See the difference, understand the difference that difference makes. Interacting with other cultural groups in ways that recognize and value their differences.
6. **Cultural Proficiency.** See the difference and respond. Honoring the differences among cultures, viewing diversity as a benefit, and interacting knowledgeably and respectfully among a variety of cultural groups.

Cultural Competency and Service Delivery Outcomes



Culture Matters

When culture is ignored, people we serve are at risk of not getting the support they need, or worse yet, receiving assistance that is more harmful than helpful.

Cultural Competence and Quality of Service

- Three examples
 - Addressing barriers to employment – child care
 - Persistence in education – a place to pray
 - Building community – bathroom etiquette



"French Squatter Toilet" by Mintguy - Wikipedia EN, there was updated by Mintguy 12:30, 16 Jun 2004 (UTC).
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https://commons.wikimedia.org/wiki/File:French_Squatter_Toilet.jpg#/media/File:French_Squatter_Toilet.jpg

Dominant Culture/Subcultures



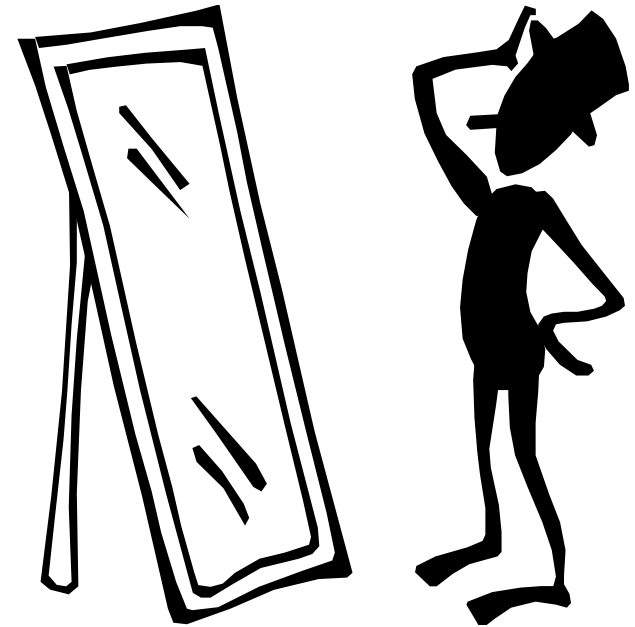
Cultural Competence

“To be culturally competent doesn’t mean you are an authority in the values and beliefs of every culture. What it means is that you hold a deep respect for cultural differences and are eager to learn, and willing to accept that there are many ways of viewing the world.”

Dr. Okokon O. Udo

Reflections....

- Now, thinking about where you fall on this continuum, what is ONE thing you can do to move along the continuum towards cultural proficiency?
- Where does your agency fall on this continuum?
- How can everyone work together to move the agency along the continuum towards cultural proficiency?



Leading with Cultural Intelligence

- Read (i.e., local paper when you travel)
- Go to the movies / museum
- Eat out
- Learn a new language
- Attend cultural celebrations
- Find a cultural coach
- Visit a temple, mosque, church
- Consume a variety of news sources
- Look for culture
- Join a multicultural group
- Take a class
- Create a faith club

D. Livermore, 2010

Key Elements of Culturally Competent Organizations and their Staff



- ✓ Value diversity
- ✓ Assess themselves
- ✓ Manage the dynamics of difference
- ✓ Acquire and institutionalize cultural knowledge
- ✓ Adapt to diversity and the cultural contexts of individuals and communities served

**“Cultural and linguistic competence
is a life’s journey not a
destination”!**

Communication and Culture

Communication is cultural

- It draws on speech patterns, language, and nonverbal messages
- It is interactive
- It operates through social relationships

Communication and Culture

Cultural Fluency

- Essential for effective cross-cultural communication
- Consists of
 - Understanding your own cultural lenses
 - Understanding communication variation across cultures
 - Applying these understandings to enhance relationships

Exploring Strategies to Enhance Cultural Competence so...

Celebrate what works!

What does your agency do or what do you do to effectively work with and serve the diverse groups in your community?



Take Home Messages

Cultural Competence = Relationship Building

- **INDIVIDUAL** - Get to know yourself (worldview, values, cultural identities) so you can better explore the uniqueness of others
- **ORGANIZATION** - Get to know your community (traditions, cultures, norms, practices, beliefs) so your agency can be more in tune with their assets & needs
- **SYSTEMS** – Get to know your agency (culture, mission, values, staff, services, policies, practices, philosophies) so you can better serve the community

Cultural Competence Checklist for Success

- Understand there is no recipe.
- Hire staff that reflect the client population.
- Understand cultural competency is continually evolving.
- Be creative in finding ways to communicate with population groups that have limited English-speaking proficiency.

Discussion and Debrief

- Q & A
- Post-test
- Feedback from session



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