Cultural Competency: The Foundation for an Inclusive Environment

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Norms

- Be open
- No dumping or blaming (no put-downs)
- Confidentiality
- Self-responsibility
- Participate at your own comfort level

- Take risks
- “Ouch” then educate
- Listen deeply
- Learn from each other
- Have fun
Culture

Culture refers to integrated patterns of human behavior that include: language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups.
Cultural Sensitivity

Knowing that cultural differences as well as similarities exist, without assigning value or passing judgment, such as: better or worse, right or wrong, to those cultural differences.
Diversity

• The concept of diversity encompasses acceptance and respect.

• It means acknowledging that everyone is unique and recognizing our individual differences.
Diversity

• Variations can be along the dimensions of gender, socio-economic status, age, physical abilities, religious beliefs, political beliefs, race, ethnicity, sexual orientation or other ideologies.

• Exploration of differences in a safe, positive and nurturing environment.
Diversity

Move beyond simple tolerance to embracing and *celebrating* the rich dimensions of diversity contained within each individual.
Rationale for Cultural Competence
Why do we care?
Ability to respond to current and projected demographic changes
Why Should We Care?

- Meet legislative and regulatory accreditation mandates
- Gain a competitive edge in the marketplace
- Improve quality of services
Title VI

Title VI of the Civil Rights Act of 1964 is a national law that protects persons from discrimination based on their race, color, or national origin in programs and activities that receive Federal financial assistance. If you are eligible for Medicaid, other health care, or human services, you cannot be denied assistance because of your race, color, or national origin. The Office for Civil Rights (OCR) in the U. S. Department of Health and Human Services (DHHS) enforces Title VI as well as other civil rights laws.
How do you become cognizant of your own personal assumptions about human behavior, biases and pre-conceived notions?
Self Examination Handout
Ideologies we typically bring to the table:

- Assumptions
- Biases
- Stereotypes
- Beliefs
Three Competencies

- Awareness
- Knowledge
- Skill

Source: Derald Wing Sue & David Sue: Counseling the Culturally Diverse; Theory and Practice 2003
Competence One

Awareness

1. Shift from being culturally unaware to being culturally aware
2. Understand how your own values can affect consumers/clients/classmates
3. Sensitive to circumstances
4. Admit personal biases, stereotypes, and prejudices
5. Recognize your comfort level in different situations
6. Value diversity

Source: Derald Wing Sue & David Sue: Counseling the Culturally Diverse; Theory and Practice
Knowing Self is Critical
What skills are essential to support the ongoing development of cultural proficiency?
Competence Two

Knowledge

1. Develop knowledge and information about the particular group with which he/she is working
2. Understand how your culture is viewed by others
3. Attend classes, workshops and seminars about other cultures
4. Read about other cultures
5. Watch movies and documentaries about other cultures
6. Attend cultural events and festivals
7. Share knowledge and experiences with others
8. Visit other countries

Adapted from: Derald Wing Sue & David Sue: Counseling the Culturally Diverse; Theory and Practice
How can policies and procedures enable individuals organizations to work effectively cross culturally?
Competence Three

Skill

1. Verbal and Nonverbal responses
2. Receive messages from clients
3. Learn to develop and incorporate culturally relevant and appropriate programs, materials and interventions
   How do we do this?
4. Know your Professional Limitations
5. Ongoing self-evaluations of personal feelings and reactions
6. Overcome fears, personal biases, stereotypes, and prejudices

Adapted from: Derald Wing Sue & David Sue: Counseling the Culturally Diverse; Theory and Practice
Diversity = Opportunity

Organizations that are dedicated to the highest quality workforce employ diversity of thought, problem-solving, and academic and professional experiences, as well as diversity in terms of race, ethnicity, gender, sexual orientation and age.

Source: National Multicultural Institute (NMCI)
Organizational Demonstration

Have the capacity to:

(1) value diversity
(2) conduct organizational assessments
(3) manage the dynamics of difference
(4) acquire and institutionalize cultural knowledge, and
(5) adapt to the diversity and cultural contexts of communities served
Organizational ...continued

(6) Have a defined set of values and principles, and demonstrate behaviors, attitudes, policies, and structures that enable organizations to work effectively cross-culturally.
Organizational Principles of Cultural Competence
Diversity Initiative

- An organizational plan that takes a systemic and long-term approach to developing and sustaining a diverse and inclusive institutional environment

- With an overall purpose of maximizing the effectiveness of its workforce as well as serving the needs of diverse clients and consumers.

Source: National Multicultural Institute (NMCI)
Equitable Access and Treatment for All

Organizations are responsible for:

• Ensuring all policies and practices are fair and equitable

• All employees have the same access for employment, professional advancement, benefits and input

• All products and services are accessible and inclusive for diverse clients, customers, and or consumers

Source: National Multicultural Institute (NMCI)
Mutual Respect

• We must create an organizational culture of inclusion that allows every individual to bring all of her/his diverse talents, views and experience to the workplace

• Be able to build teams that work effectively with diverse communication, work and conflict styles, as well as diverse values, opinions and experiences.

Source: National Multicultural Institute (NMCI)
Transparency and Communication

• Engaging in open two-way communication practices

• Employees feel well informed of decisions that impact them, and also have opportunities to provide input on such decisions.

Source: National Multicultural Institute (NMCI)
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Individual Demonstrations of Cultural Competence

- Understand one’s own culture
- Treat others with respect and dignity
- Take initiative and motivate others to be inclusive
- Engage in ongoing learning to increase personal effectiveness
- Understand and openly communicate expectations and accomplishments of culture change
- Make equitable and fair decisions
- Give and receive honest and constructive feedback
- Encourage others to contribute to the diversity initiative
- Identify and resolve diversity tensions and conflict
- Eliminate discrimination and harassment
- Participate and contribute to cultural events.

Source: National Multicultural Institute (NMCI)
“Only if you are willing to create your own learning experiences will we have any hope of becoming a nation based on fairness and justice”

- D. Wing Sue
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