Cultural Competence and Awareness Training

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AGENDA

• Review Objectives for Training
• Group Introductions
• Define Diversity
• Ethnicity vs. Race vs. Heritage
• Discuss Culture and the Stages of Cultural Awareness
• Define Cultural Competence
• Cultural Humility
• Case Studies
• Wrap-up
OBJECTIVES

By the end of the training:

• Participants will be able to explain the difference between diversity, cultural awareness and cultural competence.

• Participants will be able to look introspectively, identify where they are in the cultural awareness continuum and think of ways to progress to the next level.

• As a group, participants will be able to identify and discuss cultural barriers from case studies and/or in real life situations.
"Snowballs? I thought we were discussing coconuts."
DIVERSITY

Diversity is the mosaic of people who bring a variety of backgrounds, styles, perspectives, values, abilities and beliefs as assets to the groups and organizations to which they belong.
Dimensions of Diversity

Language
Level of acculturation
Socio-economic status
Geography (city/suburbs/rural)
Children
Politics
Marital status
Physical Mental ability
Country of origin
Sexuality
Religion
Race
Gender
Age
Ethnicity
Ethnicity vs. Race vs. Heritage

An **ethnic group** or **ethnicity** is a group of human beings whose members identify with each other, usually on the basis of a presumed common genealogy or ancestry. Ethnic identity is also marked by recognition from others of the distinctiveness of a group, and by common cultural, linguistic, religious, behavioral or biological traits.

The term **race** refers to the concept of dividing people into populations or groups on the basis of various sets of characteristics and beliefs about common ancestry. The most widely used human racial categories are based on visible traits (especially skin color, cranial or facial features and hair texture), and self-identification.

**Heritage** is the process by which an individual acquires or becomes predisposed to characteristics of its parent. Through inheritance, variations exhibited by individuals can accumulate and cause a species to evolve.
What is Culture?

• Learned
• Cumulative
• Normative
• Culture affects how we view the world, others, family, relationships, etc.
Cultural Awareness

“A fish only discovers its need for water when it is no longer in it. Our own culture is like water for the fish. It sustains us. We live and breathe through it.”

~ Stephanie Quappe and Giovanna Cantatore
Stages of Cultural Awareness

- **Blindness**: Unconsciously Unaware
- **Sensitivity**: Consciously Unaware
- **Competence**: Consciously Aware
- **Proficiency**: Unconsciously Aware
Cultural Blocks to Cross-Cultural Relationships

- Ethnocentrism
- Stereotyping
- Prejudice
- Oppression
- Imposition
- Fear
- Blindness
Stages of Cultural Awareness

- **Blindness**
  - Unconsciously Unaware

- **Sensitivity**
  - Consciously Unaware

- **Competence**
  - Consciously Aware

- **Proficiency**
  - Unconsciously Aware
Cultural competence refers to an ability to interact effectively with people of different cultural backgrounds. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures.
To become more culturally competent a system or health provider needs to:

• Value diversity
• Have capacity for cultural self-assessment
• Be conscious of the dynamics that occur when cultures interact
• Institutionalize cultural knowledge
• Adapt service delivery so that it reflects an understanding of the diversity between and within cultures
Cultural Humility

It’s a life long process that individuals consciously enter into with clients, colleagues, friends and themselves.
Systemic view

System

Organization

Health Provider

Individual
Case Studies
Consider the following questions:

- To what extent do I understand what the client is going through?

- What would be the priorities to work with him?

- Have you worked with individuals in similar situations? How did you respond?

- What steps can be taken to address the concerns and needs of all parties involved?

- What are some of the personal or professional challenges you might face in helping this individual?