

Becoming More Culturally Responsive in a Multi-Cultural Workplace



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Training Objectives

- Understand how the stages of cultural competence affect interactions.
- Process 9 step Conflict Resolution Strategy
- Identify strategies to overcome barriers to cultural competence in the work place
- Develop a plan with specific steps to become more culturally competent and to function more effectively in a multicultural environment

What is Culture?

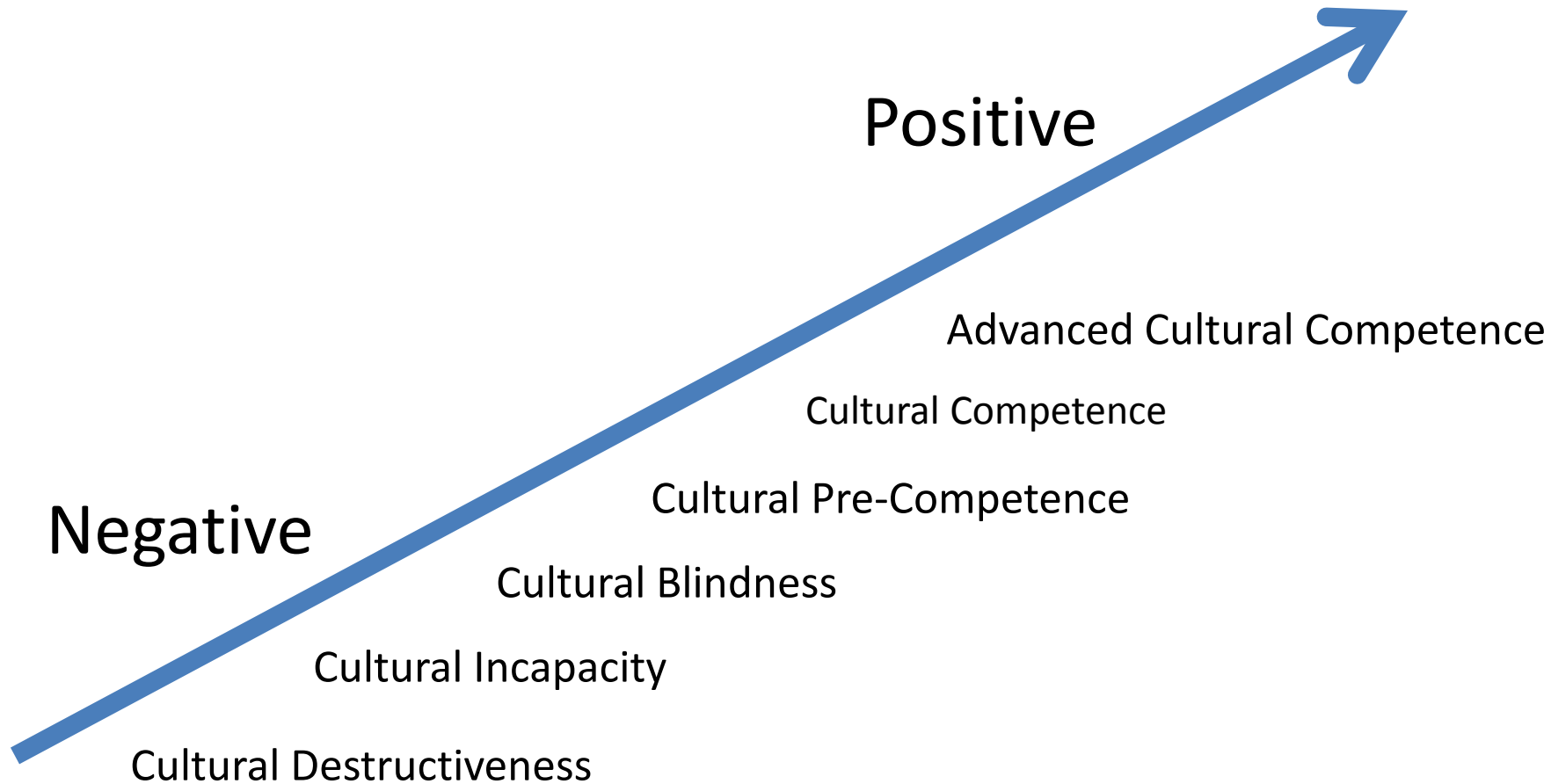
The vast structure of behaviors, ideas, attitudes, values, habits, beliefs, customs, language, rituals, ceremonies and practices peculiar to a particular group of people which provides them with a general design for living and patterns for interpreting reality.

What is Cultural Competence?

Organizational Level - Cultural competence can be defined as “a set of congruent behaviors, attitudes, and practices which come together in a system, agency, or amongst professionals to work effectively in a the context of cultural differences.”

Source: Cross, Bazron, Dennis, & Isaacs. (1998). “Towards a Culturally Competent System of Care.” Washington, D.C.: Georgetown University Child Development Center.

The Cross Model: Cultural Competence Continuum



What is Cultural Competence?

Individual Level - Cultural competence can be defined as “the state of being capable of functioning effectively in the context of cultural differences.”

Source: Cross, Bazron, Dennis, & Isaacs. (1998). “Towards a Culturally Competent System of Care.” Washington, D.C.: Georgetown University Child Development Center.

The ability to work effectively across cultures in a way that acknowledges and respects the culture of the person or organization being served.

J. H. Hanley (1999) - Beyond the tip of the Iceberg: Five Stages toward cultural competence

Cross Cultural Communication Assessment

- In your own time (due to time constraints)
- Be truthful
- How can your answers carry over to your action planning later in the session?

How many F's are there?

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It's all a matter of perception!



Conflict Continuum



Avoiding
Conflict

Embracing
Conflict



Learning Points

- Responses to conflict and comfort levels with conflict are often culturally determined.
- Frequently, our exposure to the way in which conflicts were handled as we were growing up affects our orientation to conflict even as adults.
- We need to understand our orientation to conflict and our comfort levels with orientations if we are to develop conflict resolution skills.

Nine Step Model of Conflict Resolution



Overcoming Barriers in the Workplace

- Understand how our own biases and stereotypes impact our communication
- Seek out unique cultural experiences.
- Practice non-judgemental cultural growth & understandings.
- Practice cultural humility
- Be aware of resistance you may encounter
- Share your knowledge with others
- Avoid generalizations
- Join or develop a diversity council
- Make SAFE Time & Space for Cultural Sharing

The Platinum Rule

Learn how others want to be treated, and treat them that way.

Action Planning

- What have I learned and what am I going to do?



You Nailed It!



“We hate each other because we fear one another.

We fear one another because we don’t understand one another.

We don’t understand one another because we are unwilling to sit down and talk to one another.

We won’t sit down and talk to one another out of fear that our foolish judgments may be wrong.”

Paraphrasing a quote from
Martin Luther King

Cultural competency training

For more information please contact

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