One World, Many Cultures, Where Do I Start?

Cultural Competency in Mental Health Care

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Training Objectives

- Gain a greater understanding of **Culture**

- Identify how our own Cultural Assumptions influence ability to work with other cultures

- Identify our cultural blind spots and triggers

- Learn skills that we can apply to improve our interactions with people that are different from us

Agenda

Knowledge: What are the Facts?

Defining Cultural Competence & why it's important

What are the skills needed in today's divers workplace

Awareness: What is my emotional response to these facts?

Awareness activities

Team Building – key ingredients to cross-cultural teams & drawing on each other's strengths

Skills: Building Cross-cultural Communication skills to become culturally competent

Identifying stumbling blocks to cross-cultural communication

How do our biases and stereotypes impact our communication

Closing & Evaluation

Setting Cultural competency norms

- Often described as "group norms"

- Helps to create a safe environment for participants to share personal information

- Creates shared boundaries for the discussion of sensitive information

My Principles

What are your expectations?

Find your match (or) Reflections

Learning Points

- If we perceive we are similar to someone, we often accentuate the similarities. The differences get filtered out. If we perceive that we are different from someone, we accentuate the differences and filter out the similarities. We may have much more in common with people than we first expect.
- There is a wealth of information and resources in this room, lets tap that expertise.

What is Diversity

What is Culture

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.

Learning EVERYTHING about EVERYONE?

Martin occasionally suffered nagging worries that he had been promoted beyond his abilities

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

The Cross Model:
Cultural Competence Continuum

Positive

Negative

Advanced Cultural Competence

Cultural Competence

Cultural Pre-Competence

Cultural Blindness

Cultural Incapacity

Cultural Destructiveness
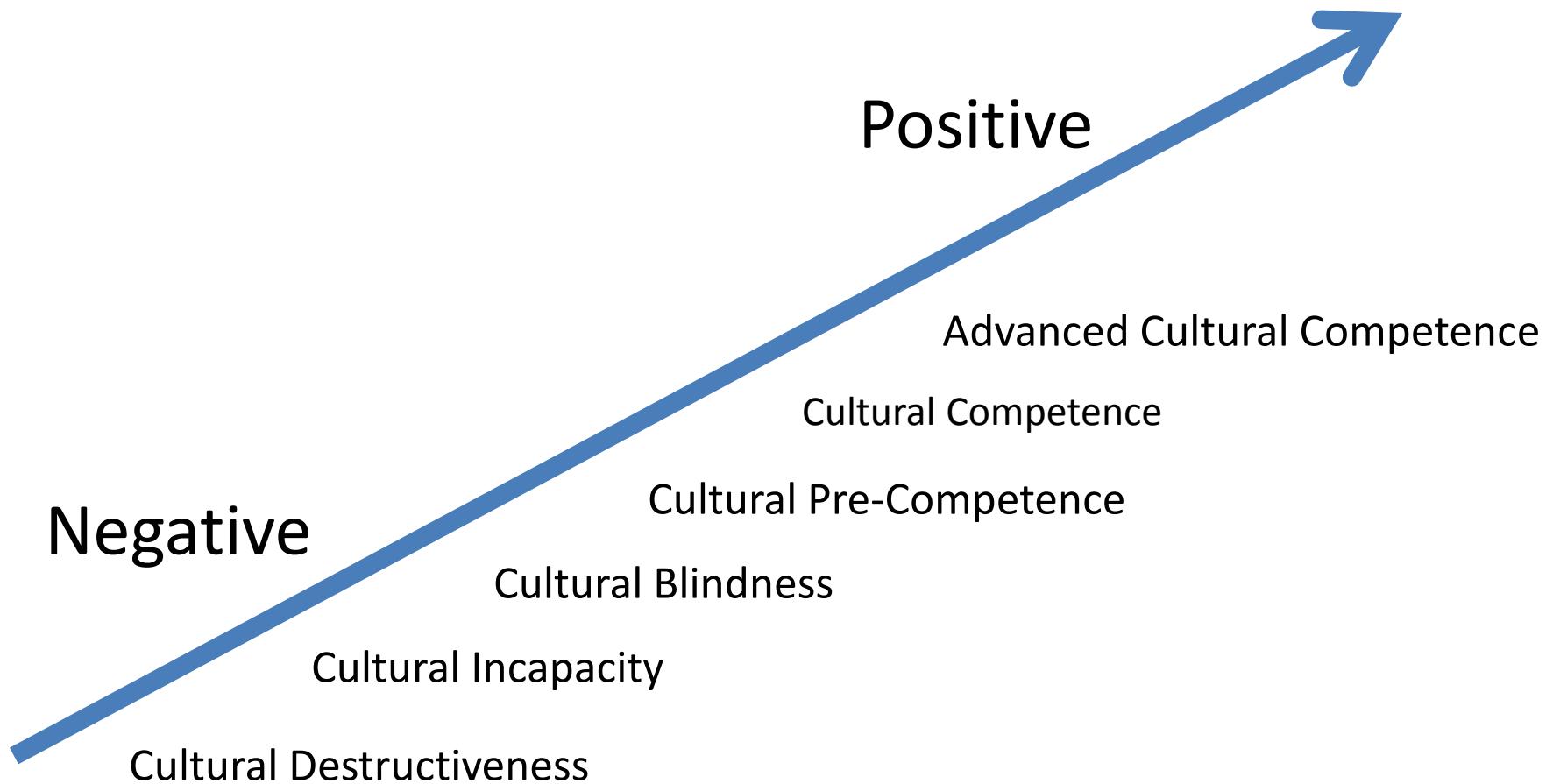
Why is CC work important?

Workplace Diversity

- Changing demographics of people entering the workplace in the 21st Century.

- Since 2000, about 65% of the net additions to the workforce were women, men of color an immigrants.

- Women account for 46% of the workforce up from 20% in 1950. Soon they will reach parity with men.

Market Rationale

- Changing demographics in the US are creating new customer groups. Opportunities continue to arise for servicing diverse consumers.

- Consumers are increasingly diverse.

- Consumers are more likely to respond positively to marketing and services that are like them and/or understands them.

Talent Rationale

- Organizations with the best reputation for well integrated teams and good working relationships are more successful recruiters.

- Workforce retention is highly correlated with an affirming environment where all employees are valued and can contribute to their fullest.

- Diverse Teams are more effective and creative.

National (CLAS) Standards

- Collective set of culturally and linguistically appropriate services (CLAS) mandates, guidelines, and recommendations issued by the United States Department of Health and Human Services Office of Minority Health
- 4 standards:
  - Culturally Competent Care (Standards 1-3)
  - Language Access Services (Standards 4-7)
  - Organizational Supports for Cultural Competence (Standards 8-14)

  http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=15

Characteristics of Cultural Competence

- Being aware of his or her own culture and values and respecting differences
- Being aware of and working at controlling own biases and how these may affect interactions with others.
- Cultural-specific knowledge
- Knowledge of institutional barriers that prevent some cultural groups from accessing resources

Continued

- Ability to build strong cross cultural team relationships and to be comfortable with difference.

- Flexibility and ability to adapt to diversity

- Ability and willingness to be an ally to individuals who are different from himself or herself.

- Effective communication skills across differences

- Ability to mediate cross-cultural conflicts

10 min break

Fully Functioning Working Teams

Are strong Cross-Cultural Working Teams

Benefits of Strong Cross Cultural Working Teams

- Building diverse teams for *effective marketing*
- Building diverse teams to *stay competitive*
- Building diverse teams for *more creative solutions*
- Good working relationships for *attracting talent*
- *Cost benefits* of strong cross-cultural team relationships
- Strong culturally diverse teams are more *effective*

Impact of Poor Cross-Cultural working teams

- Lower productivity & poor performance
- High employee absenteeism and turnover
- Conflict and tensions among staff
- Discrimination complaints brought against the organization
- Loss of time and productivity due to misunderstandings
- Lack of innovation & problem solving
- How could it affect your work with your consumers?

Cross-Cultural Communication Learning Points

- Difficult to accomplishing tasks in a diverse environment where relationships have not been established.

- Recognize the importance of establishing trusting relationships and ground rules in order to accomplish goals.

- Recognize that often behaviors are culturally determined and that understanding these behaviors is important

Verbal Communication

I wonder if my teacher gets tired of saying "WAH wa Wah" all day...?

September 29, 2009

www.ComicStripGenerator.com

Effective Verbal Communication

- Give Examples to demonstrate
- Look at situation from another perspective
- Use inclusive language
- Honor preferences of others when addressing them
- Learn the correct pronunciation of names
- Avoid stereotypical phrases
- Practice reflective listening
- Draw on collective strengths

Drawing on Collective Strengths

"If there is no struggle, there is no progress."

– Fredrick Douglas

Drawing on collective strengths Learning Points

- When drawing on collective strengths we are more likely to accomplish the task. If not, we may give up in frustration.

- Workplace, there are always some leaders and bridge builders who take the initiative in drawing on other members strengths.

  - How do these dynamics play out with consumers?

- There are creative ways of building relationships

# Cross Cultural Communication
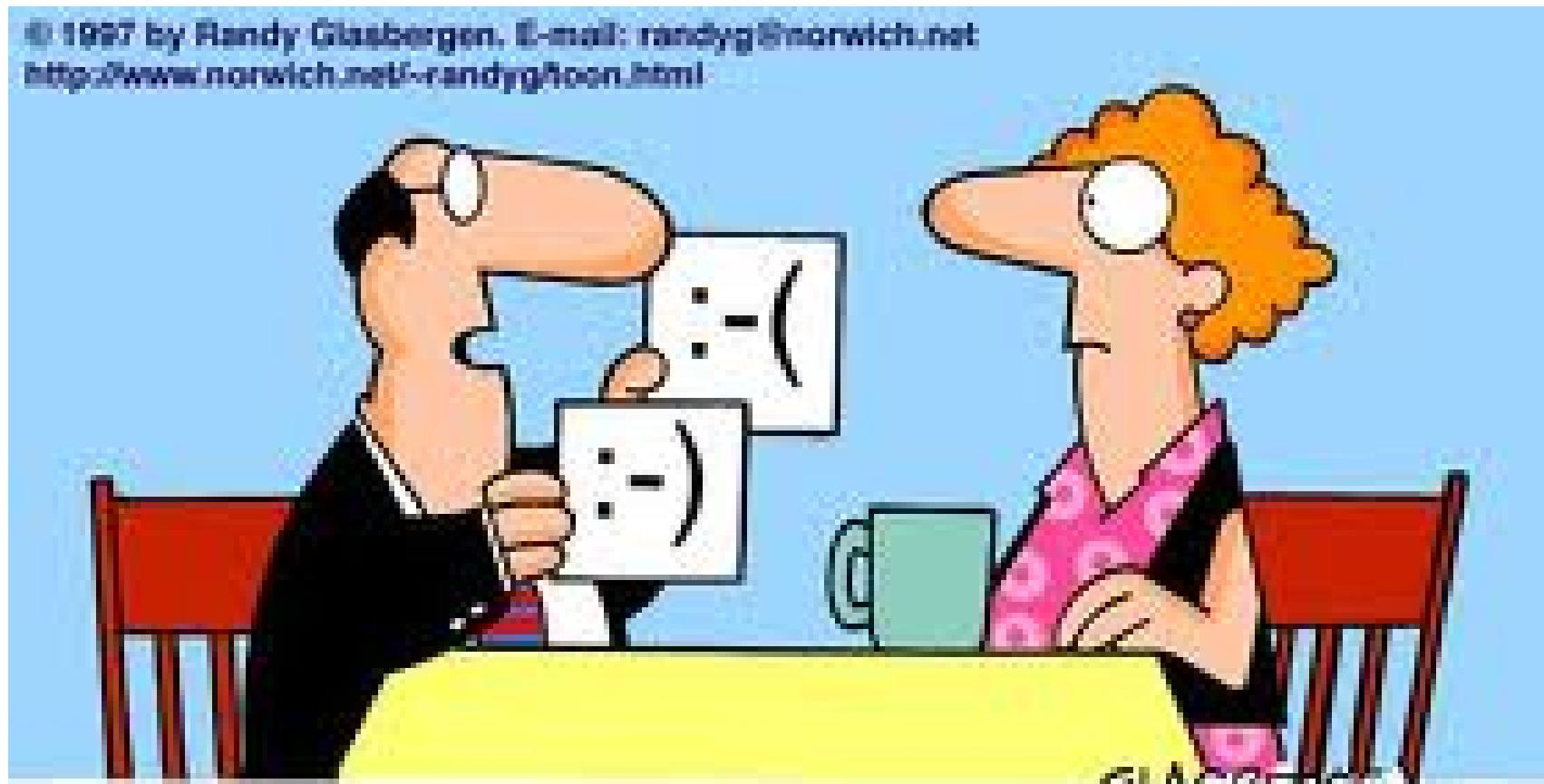
"You always complain that I don't know how to show my emotions, so I made these signs."

# Building Cross-cultural Communication Skills

- Identifying stumbling blocks to cross-cultural communication

- Understand how our own biases and stereotypes impact our communication

Iceberg Analogy
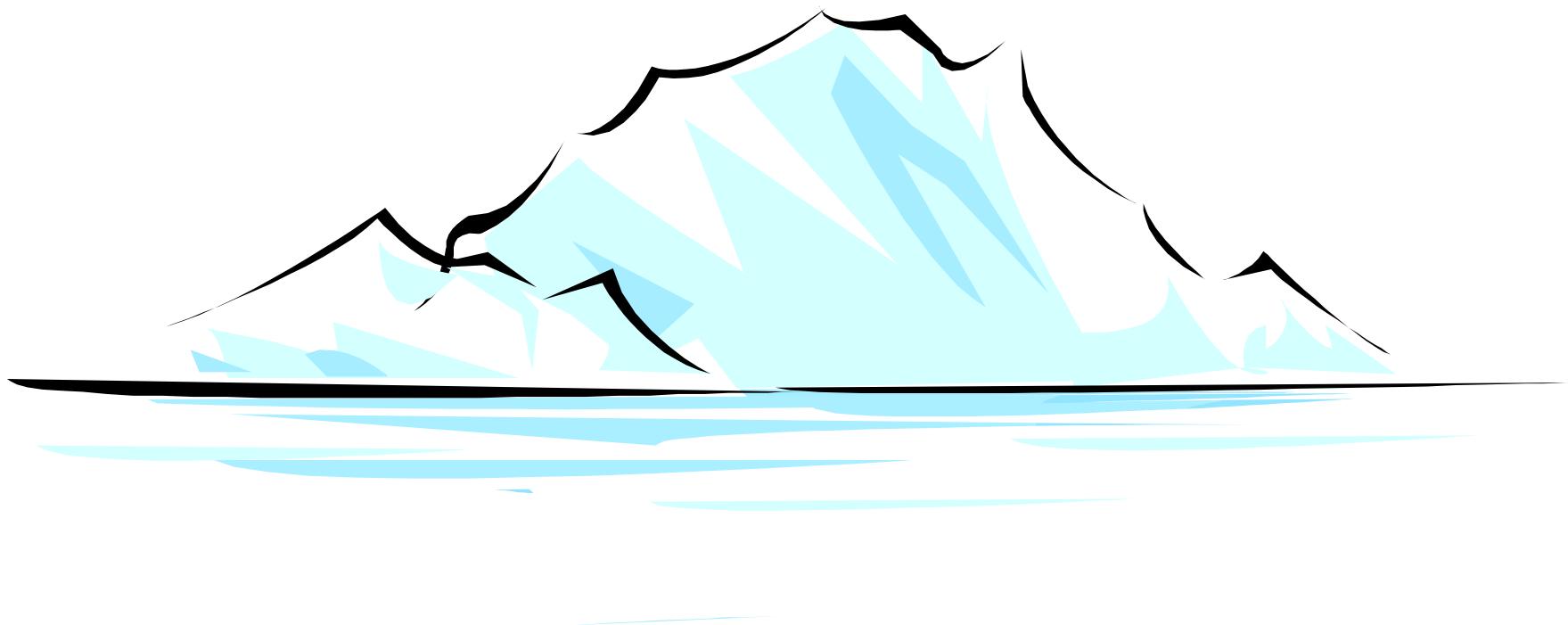
What's important about an iceberg?

Age Race Gender Attire Hair color

Sexual Orientation Values Talents/skills

Education Family Religion

Gender Race Disabilities
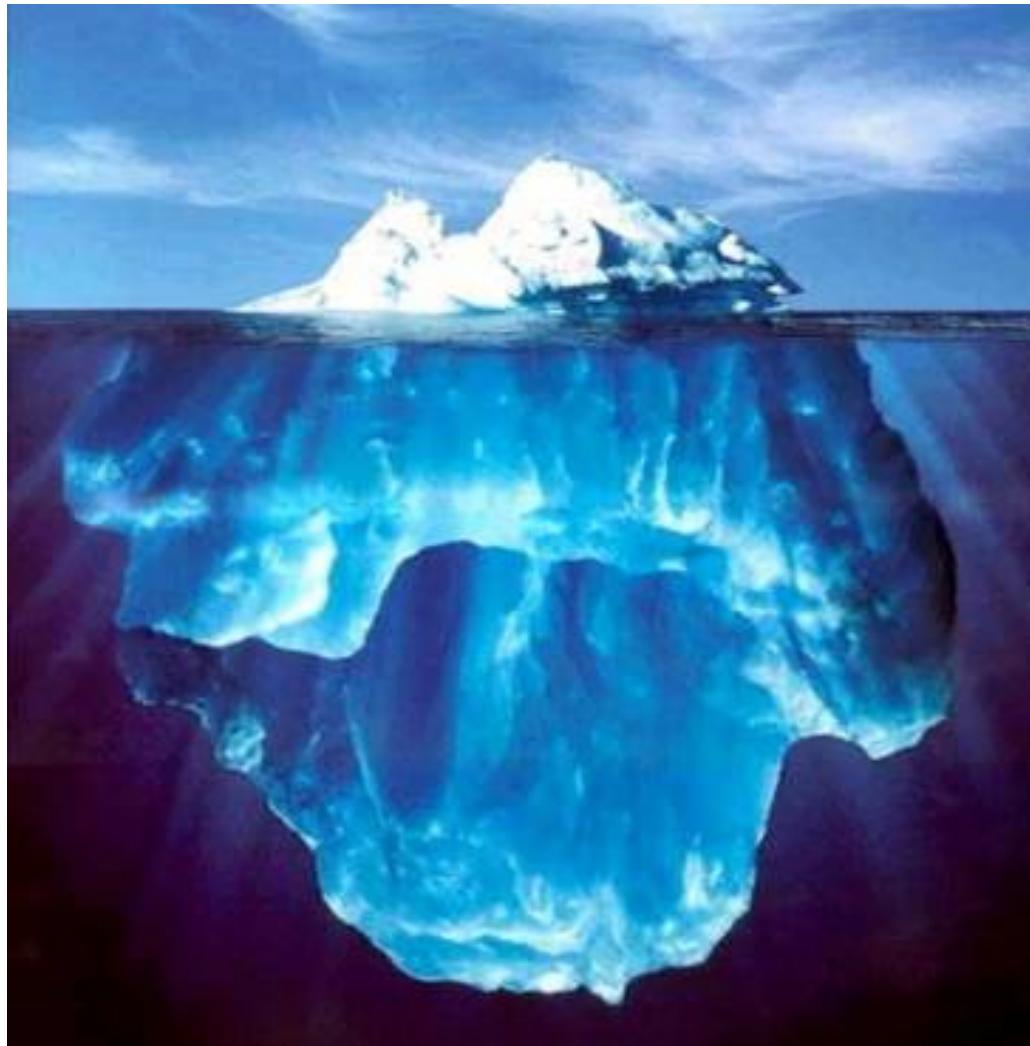
Understanding Cultural Hot Buttons

DON'T

PUSH

MY

BUTTONS!

Getting off automatic

□ Tapes from earlier affect how we respond to people who are different from us

□ Most adults are inclined to react automatically, which may or may not be effective in the workplace

□ In some cases, being on "automatic" can take a tremendous toll on us and our work relationships

■ We can get off automatic by being conscious of our reactions, and making choices about how we wish to behave

Blind Spots

I get annoyed and might not even know why when someone -

Building Cross-cultural Communication Skills

- Identifying stumbling blocks to cross-cultural communication
  - Assumptions
  - Automatic
  - Hot buttons & blind spots
- Understand how our own biases and stereotypes impact our communication
- Don't be afraid to Ouch & Educate

Ouch and Educate

- But!

The Platinum Rule

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

10 minute break

References

- National MultiCultural Institute (2006) – Teaching Skills and Cultural Competency: A guide for trainers. 5th Ed.
- Institute for Educational Leadership (2005) – Preparing and supporting diverse, culturally competent leaders: Practice and policy considerations
- J. H. Hanley (1999) - Beyond the tip of the Iceberg: Five Stages toward cultural competence
- H. L. Mason, M. P. Benjamin, & S. A. Lewis (1993) – The cultural competence model: Implications for child and family mental health services.
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- Terry L. Cross, MSW, Director- National Indian Child Welfare Association, Portland Oregon

Cultural competency training

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