Cultural Competency Training

Workshop Objectives

- You will:

  - gain knowledge and skills to deal effectively with cultural differences,

  - learn to identify the different components of cross cultural communication,

  - be able to bridge cross cultural communication barriers.
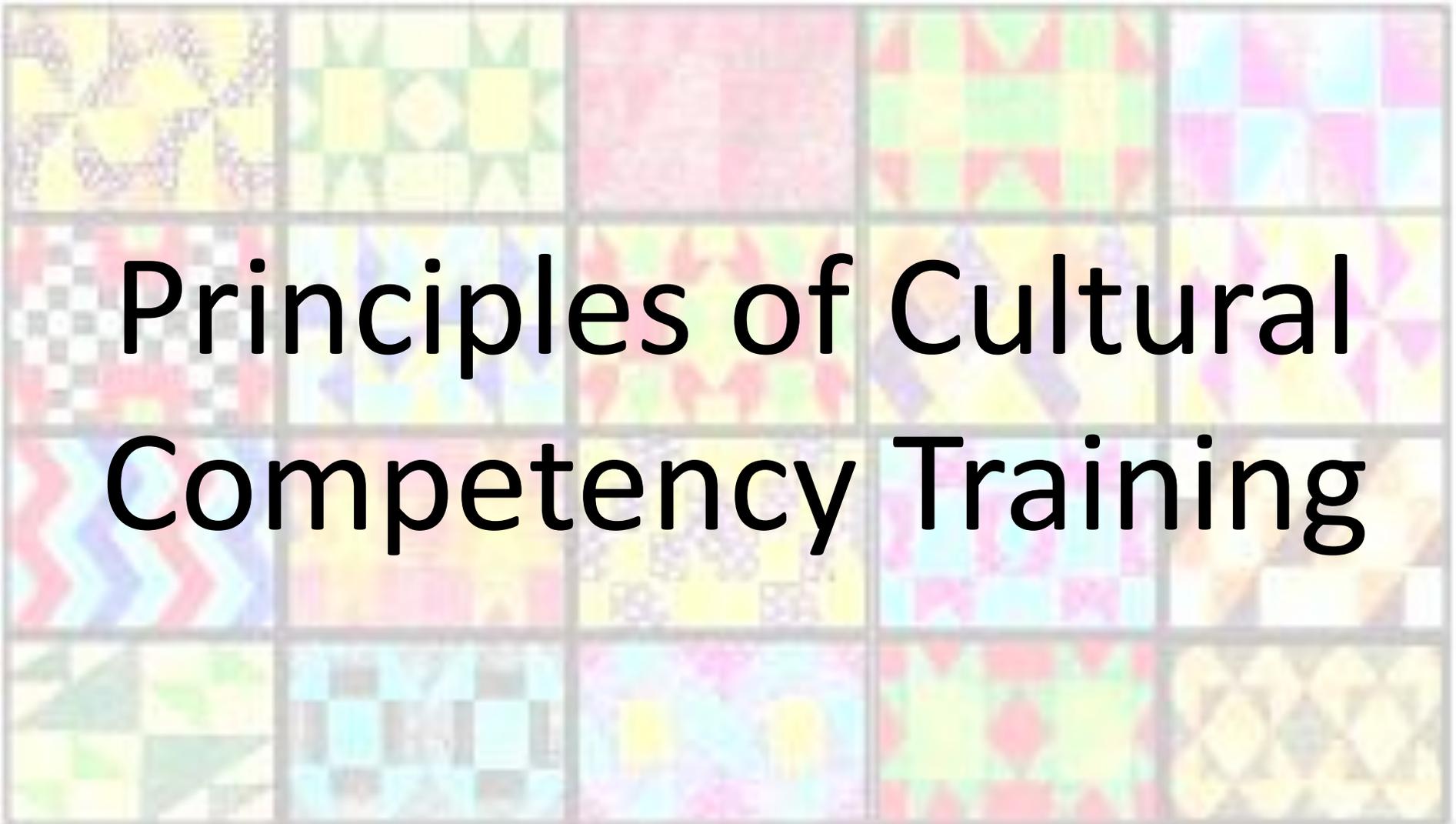
Principles of Cultural Competency Training

- It's about more than race and gender. It's about the multiple differences among people. It's also about focusing on our similarities.

- People from diverse backgrounds are inherently able to work and live together with harmony and respect.

- Prejudices, fears, and stereotyping about people who are different from ourselves are *learned behaviors.*

- Just as these unhealthy behaviors are learned, so can they be *unlearned.* Unlearning is a process that takes time and involves *intellectual and emotional commitment.*

- With adequate time, commitment and action, *people and organizations* can change, grow, and improve.
- Workshops alone will probably not change long-held and deeply rooted attitudes, but they can help people become *more aware of unhealthy behaviors* that lead to ineffective managerial styles in a multicultural work environment.
- Workshops may be an effective method for *raising awareness, developing skills, and changing behaviors* within an organization, but they will not change the organization's culture. *Transforming an organizational culture is a long-term process that requires managerial and employee commitment to change.*

Ground Rules

- 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
- Have fun

What is Cultural Competence?

Cultural Competence

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

The Six Stages of Cultural Competence

Denial

- An individual denies that cultural differences exist. This belief may reflect either physical or social isolation from people of different cultural backgrounds.

Defense

- An individual acknowledges the existence of certain cultural differences, but because those differences are threatening to his or her own reality and sense of self, the individual constructs *defenses* against those differences.
  - Denigration (negative stereotyping of another group)
  - Superiority (placing one's own group above another)
  - Reversal (denigration of one's own culture and the idealizing of another)

Minimization

- An individual acknowledges cultural differences, but trivializes them, believing that human similarities far outweigh any differences.

Acceptance

- An individual recognizes and values cultural differences without evaluating those differences as positive or negative. First comes respect for cultural differences in *behavior*, and then a deeper respect for cultural differences in *values*.

Adaptation

- An individual develops and improves skills for interacting and communicating with people of other cultures. The key skill at this stage is perspective-shifting, the ability to look at the world "through different eyes."

Integration

- An individual in this stage not only value a variety of cultures, but are constantly defining their own identity and evaluating behavior and values in contrast to and in concert with a multitude of cultures.

Cultural Competence Skills

What skills are needed in today's workplace?

- Being aware of own culture and values and respecting differences

- Being aware of and working at controlling own biases and how these may affect interactions with others

- Culture specific knowledge

- Knowledge of institutional barriers that prevent some cultural groups from accessing resources

- 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 themselves
- Effective communication skills across differences
- Ability to mediate cross-cultural conflicts

Cross-Cultural Communication

Managers spend between 50% and 90% of their time in interpersonal communication.

Barriers to Cross-Cultural Communication

- Assumed Similarity
- Non-verbal Communication
- Verbal Language
- Tendency to Evaluate
- Preconceptions and stereotypes

Strategies for Effective Verbal Communication

- Communication and Feedback
- The Sender
- The Receiver

Bridging Cross Cultural Communication Barriers

- Self-awareness
- Make the decision to not act on your own stereotypes
- Respect
- Culture-specific awareness
- Treat each person uniquely
- Seek out information

- Tolerate ambiguity
- Establish trust and show concern and empathy
- Show sensitivity to face-saving needs
- Sense of humor and patience
- Nonverbal messages
- Avoid language with questionable connotations
- Walk in the other person's shoes