Improving Outcomes through Cultural Humility

Bahiya Cabral-Johnson, Deputy Director
Judy Johnson, Director of Programs
National Health Care for the Homeless Council
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Agenda

- Greetings, Introductions and Agenda Review
- Objectives
- Defining Culture
- Defining Cultural Competency and Its Multiple Dimensions
- The Importance of Effective Cross-Cultural Communication
- Understanding the Challenges to Cross-Cultural Communication
- Strategies for Improving Cross-Cultural Communication
- Q&A and Wrap Up
Bahiya Cabral-Johnson, M.S., M.Ed.

Experienced in multicultural program development and evaluation, she holds a Master’s degree in Sociology from Temple University and in Multicultural Education and TESOL from Eastern University. She is responsible for program development and delivery at the Welcoming Center for New Pennsylvanians.
Judy Johnson, M.S.

Judy Johnson serves as Director of Programs for the Welcoming Center for New Pennsylvanians. She leads a team of instructors, case managers and employment specialists in providing services to immigrants that enhance their economic integration into the Philadelphia area economy. Central to student success is their ability to understand and negotiate U.S. culture. Judy’s background in cultural awareness training has provided her with the skills and experience to incorporate cultural competency into the curriculum for students and the professional development agenda for staff.

She has a Master’s degree in Administration of Human Services, and is also a certified trainer with Leadership Development in Interethnic Relations (LDIR).
CONVERSATION GUIDELINES

- What do we need to establish to make this a safe space?
  - Ability to Pass or Participate
  - Respect of Differing Opinions
  - Meet people where they are
  - Use of “I” Statements
  - All Questions are Valid
  - Confidentiality
  - Risk-Taking Encouraged
  - Have FUN while learning

- Anything missing?
Cultural Introduction
Objectives:

- Understand how one’s worldview, biases, and assumptions impact relationships with others, including co-workers, clients, and community stakeholders.
- Learn about the benefit of demonstrating culturally competent attitudes and behaviors in an organizational setting.
- Explore the Cultural Competence Continuum as a personal and organizational evaluation tool.
- Discuss strategies for enhancing cultural competence to improve relationships and perform better in the work setting.
- Explore challenges to effective cross-cultural communication.
- Discuss various strategies for improving cross-Cultural communication.
Getting To Know You

What Do You Hope to Gain from Today’s Discussion?
Defining Culture

**Culture**
Shared products of a human group. The total lifestyle of a people. It includes all of the ideas, knowledge, behaviors, and material objects that people share.

- **Material Culture** - Physical objects, such as artifacts, tools, books, clothing, schools, and money. Anything made with human hands.
- **Non-Material Culture** - Non-physical objects, such as values, norms, knowledge, religion, systems of government, language, and meanings of right and wrong.

We are not born with culture, we must learn it after birth!

We are all a part of many cultures!

https://www.youtube.com/watch?v=GOHvMz7dl2A
Defining Cross-Cultural Competency

- Working with people is inevitably a cross-cultural enterprise.
- Everything we do exists within a cultural context.
- Our approach to Cross-Cultural Competency is NOT focused on teaching/learning about “cultural stereotypes.”
- Building Cross-Cultural Competence is not a simple, technical skill that can be acquired once and for all, but rather a DEVELOPMENTAL and CONTINUAL process.

ONE’S CROSS-CULTURAL COMPETENCE CONTINUES TO GROW!
Cultural Competence

“A process of learning that leads to an ability to effectively respond to the challenges and opportunities posed by the presence of cultural diversity in a defined social system.”
Elements of Cultural Competence

1. Awareness of one’s own culture
2. Understanding the dynamics of difference
3. Awareness and acceptance of difference
4. Development and application of cultural knowledge
5. Celebration of diversity
Lunch Break
What is Cross-Cultural Competency

- Unpacking elements of one’s culture
- Understanding the role of ethnocentrism
- Cultural Self-portrait/evaluation
- Rethinking cultural stereotypes/perceptions about others
Activity 2 – Cultural Self-Portrait
You as a Culturally Diverse Entity
Activity 2 – Cultural Self-Portrait (cont.)

• With your partner discuss the following:
  – Why did you choose the 6 components that your chose as opposed to the ones you did not include?
• Identify the 2 components in your self-portrait that you sees as having the most cultural significance
  – With your partner, discuss how these components have influenced your values, beliefs and behavior?
  – Are there ways in which these components are in conflict or contradictory to one another?
The Cultural Proficiency Continuum

1. **Cultural Destructiveness.** See the difference, stomp it out. Negating, disparaging, or purging cultures that are different from your own.

2. **Cultural Incapacity.** See the difference, make it wrong. Elevating the superiority of your own cultural values and beliefs and suppressing those of cultures that are different from your own.

3. **Cultural Blindness.** See the difference, act as if you don’t. Acting as if the cultural differences you see do not matter, or not recognizing that there are differences among and between cultures.

4. **Cultural Pre-competence.** See the differences, respond inadequately. Recognizing that lack of knowledge, experience, and understanding of other cultures limits your ability to effectively interact with them.

5. **Competence.** See the difference, understand the difference that difference makes. Interacting with other cultural groups in ways that recognize and value their differences.

6. **Cultural Proficiency.** See the difference and respond. Honoring the differences among cultures, viewing diversity as a benefit, and interacting knowledgeably and respectfully among a variety of cultural groups.
Cultural Competency and Service Delivery Outcomes

Diversity + Inclusion → Impact on Care & Services

- Staff
- Clients & Families
- Communities
- Cultural
- Linguistic
- Dietary
- Spiritual
- Socioeconomic
When culture is ignored, people we serve are at risk of not getting the support they need, or worse yet, receiving assistance that is more harmful than helpful.
Cultural Competence and Quality of Service

- Three examples
  - Addressing barriers to employment – child care
  - Persistence in education – a place to pray
  - Building community – bathroom etiquette
Dominant Culture/Subcultures

**DOMINANT CULTURE AND SUBCULTURES**

- **DOMINANT CULTURE**
  - Express core values shared by a majority of organization’s members

- **SUBCULTURE**
  - Minicultures defined within an organization by department designations and geographical separations

- **How decisions are made**
- **Methods & style of communication**
- **How customers are treated**
“To be culturally competent doesn’t mean you are an authority in the values and beliefs of every culture. What it means is that you hold a deep respect for cultural differences and are eager to learn, and willing to accept that there are many ways of viewing the world.”

Dr. Okokon O. Udo
Reflections....

• Now, thinking about where you fall on this continuum, what is ONE thing you can do to move along the continuum towards cultural proficiency?

• Where does your agency fall on this continuum?

• How can everyone work together to move the agency along the continuum towards cultural proficiency?
Leading with Cultural Intelligence

- Read (i.e., local paper when you travel)
- Go to the movies / museum
- Eat out
- Learn a new language
- Attend cultural celebrations
- Find a cultural coach

- Visit a temple, mosque, church
- Consume a variety of news sources
- Look for culture
- Join a multicultural group
- Take a class
- Create a faith club

*D. Livermore, 2010*
Key Elements of Culturally Competent Organizations and their Staff

- Value diversity
- Assess themselves
- Manage the dynamics of difference
- Acquire and institutionalize cultural knowledge
- Adapt to diversity and the cultural contexts of individuals and communities served
“Cultural and linguistic competence is a life’s journey not a destination”!
Communication is cultural

- It draws on speech patterns, language, and nonverbal messages
- It is interactive
- It operates through social relationships
**Cultural Fluency**

- Essential for effective cross-cultural communication

- Consists of
  - Understanding your own cultural lenses
  - Understanding communication variation across cultures
  - Applying these understandings to enhance relationships
Exploring Strategies to Enhance Cultural Competence so...

Celebrate what works!
What does your agency do or what do you do to effectively work with and serve the diverse groups in your community?
Take Home Messages
Cultural Competence = Relationship Building

- **INDIVIDUAL** - Get to know yourself (worldview, values, cultural identities) so you can better explore the uniqueness of others

- **ORGANIZATION** - Get to know your community (traditions, cultures, norms, practices, beliefs) so your agency can be more in tune with their assets & needs

- **SYSTEMS** – Get to know your agency (culture, mission, values, staff, services, polices, practices, philosophies) so you can better serve the community
Cultural Competence Checklist for Success

• Understand there is no recipe.

• Hire staff that reflect the client population.

• Understand cultural competency is continually evolving.

• Be creative in finding ways to communicate with population groups that have limited English-speaking proficiency.
Discussion and Debrief

- Q & A
- Post-test
- Feedback from session
WELCOMING CENTER for NEW PENNSYLVANIANS

Bahiya Cabral-Johnson
Deputy Director
215-557-2868
bahiya@welcomingcenter.org

Judy Johnson
Director of Programs
215-557-2589
judy@welcomingcenter.org

• 1617 John F. Kennedy Blvd.
• Suite 555
• Philadelphia, PA 19103