

*Honest, Humble and Seeking....*  
A Path to Cultural Competency





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## Yellow Wood Pathways

*Integrity matters.*



*Cairns are used for wayfinding.  
They mark a path of progress and locate that which matters most.*



...in this space

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... unplug

...actively participate

...ask your questions

...share your wisdom

...enjoy our time together







## **your** webinar **take** **aways**

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Self-awareness about  
how your worldview,  
biases, and assumptions  
gets between you and  
cultural competency

Vocabulary about  
cultural competency

Understanding of the  
Cultural Competency  
Continuum

Tips to broaden your  
cultural competency



# keys to today's learning



Working with people is inevitably a cross-cultural experience.

Becoming culturally competent is a process, not an endpoint.

Everything we do exists within a cultural context.





# keys to today's learning



You don't  
know what  
you don't  
know.



You may not  
even know  
what you  
think you  
know.



You have to  
accept that  
you may know  
less than you  
think.



You have to  
want to know  
what you  
don't know.







## keys to today's learning

You have to be ready to accept where you are and lead yourself to where you want to be.

**Honest.**

You have to be honest in your assessment of what you know and don't know.

**Humble.**

You have to be willing to be uncomfortable.

**Seeking.**



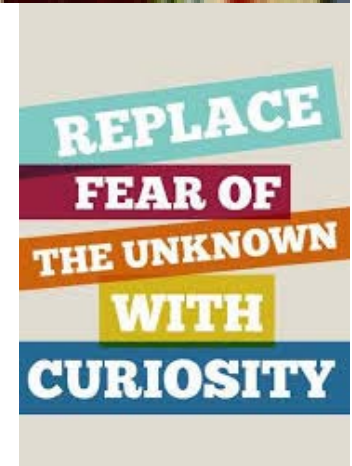
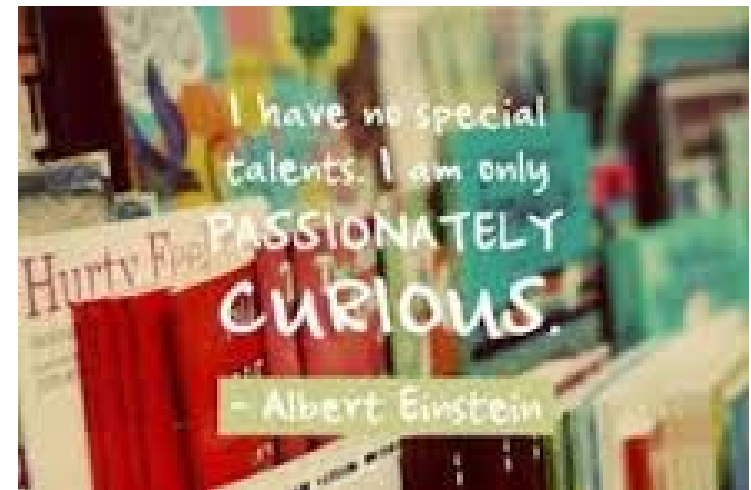
## attributes of cultural competency



Hospitality is about caring generously about other, whenever the opportunity presents itself.



Generous treatment of strangers





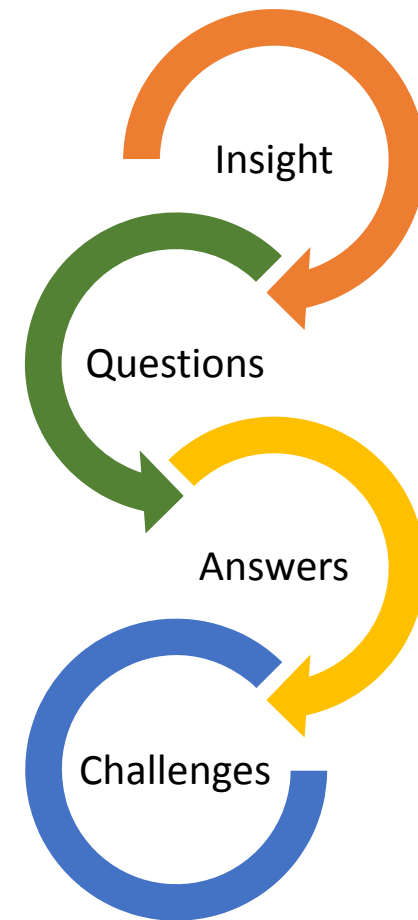


“In German organizations, they often have a Question Department.”





## gate of cultural competency





# words matter

## Race

- Classification of individuals who possess distinctive physical characteristics that are transmitted genetically.
- Race identified by US census
  - White American, European American, or Middle Eastern American
  - Black American or African American
  - Native American or Alaska Native
  - Asian American
  - Native Hawaiians or Other Pacific Islander
  - Two or more races (Multi-racial)

## Ethnicity

- Population group whose members identify with each other on the basis of common nationality, common background, languages, traits, customs, appearance or shared cultural traditions.

## Culture

- A system of shared values, beliefs, ideas and learned patterns of behavior, explicit and implicit, which a people use to interpret the world.
- Art, literature and history of a society, but also less tangible aspects such as language, attitudes, prejudices and folklore can impact a persons' culture.
- Cultural identity influences how a person behaves and acts, what they believe and what they actually know. No cultural group is homogenous.



Grace's mom is Native American and her dad is African American. This describes her:

Race

Ethnicity

Culture

### Race

Classification of individuals who possess distinctive physical characteristics that are transmitted genetically.



Grace lives with her mom. Her dad had to move 2,000 miles away for his job. Grace, her mom and her mom's parents like to make fry bread together and her grandma is teaching her to be a hoop dancer so she can dance at Pow Wows. Her affiliation with her Native American relatives describes her:

Race

Ethnicity

Culture

### Ethnicity

Population group whose members identify with each other on the basis of common nationality, common background, languages, traits, customs, appearance or shared cultural traditions.



Grace and her mom go to the same Lutheran church as her best friend, Ali, who is African American. Ali attends with her mom, dad and three brothers. This describes Grace's:

Race

Ethnicity

Culture

### Culture

A system of shared values, beliefs, ideas and learned patterns of behavior, explicit and implicit, which a people use to interpret the world.



Ali asks Grace questions all the time about being an only child and having to live so far away from her dad. Grace can't imagine living with three brothers, she likes being an only. Grace's white neighbor Jerron is also an only child who lives with his mom as his parents are divorced. Jerron and his mom go to a non-denominational church. Grace and Jerron spend time together after school doing homework when their moms are still at work. Their moms take turns babysitting so that both moms can have some time to herself. Grace's discord with Ali's lifestyle and her connection with Jerron's is explained by her:

Race

Ethnicity

Culture

Culture

A system of shared values, beliefs, ideas and learned patterns of behavior, explicit and implicit, which a people use to interpret the world.



Jerron's parent's are both white but he really connects with the stories of his grandfather about growing up with parents who were Holocaust survivors. Even though he goes to a non-denominational church, he feels a deep connection with his Jewish ancestors and often tells people he is Jewish. He wants to go to Israel when he is older and live in a kibbutz. He loves celebrating the Sabbath and Yom Kippur and lighting the Menorah candles at Hanukkah with his grandparents. This describes his:

Race

Ethnicity

Culture

### Ethnicity

Population group whose members identify with each other on the basis of common nationality, common background, languages, traits, customs, appearance or shared cultural traditions.



Ali's mom is white and her dad is black. Ali says she is black. She and Grace argue about this because Grace says Ali is both. Ali says since her skin is dark like her dad's and she has her dad's hair, she feels more black than white. This describes her:

Race

Ethnicity

Culture

### Ethnicity

Population group whose members identify with each other on the basis of common nationality, common background, languages, traits, customs, appearance or shared cultural traditions.



## **culture** **shapes** **worldview**

A culturally based variable that directly affects and mediates our belief systems, assumptions, modes of problem solving, decision making and conflict resolutions.

An individual's perception of his or her relationship with the world, i.e., nature, institutions, people, and things.

(Ibrahim, 1991)      (Sue, 1978)







“The only stupid question  
is the one you don’t ask.”



## cultural competency

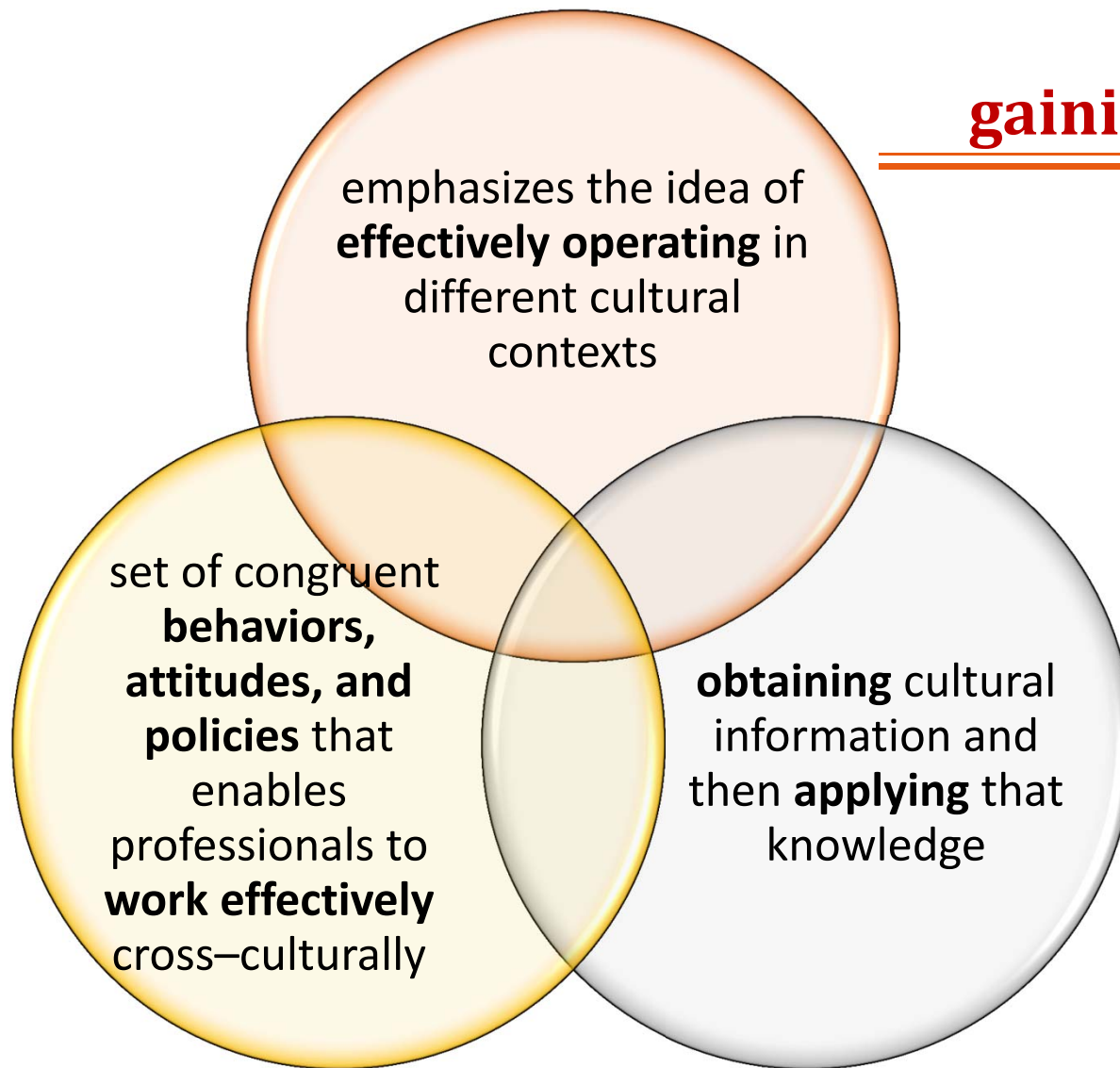
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Cultural competency is **not merely knowledge** of cultural differences. It is a **way of thinking**, speaking, and relating to people entirely within the **context** of their **cultural background**. Counselors must make culture competency a part of **how they operate**, altering practices to meet client needs.





## gaining cultural competence



Honest.

Humble.

Seeking.



## gaining cultural competence

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“To be culturally competent **doesn't mean you are an authority** in the values and beliefs of every culture.

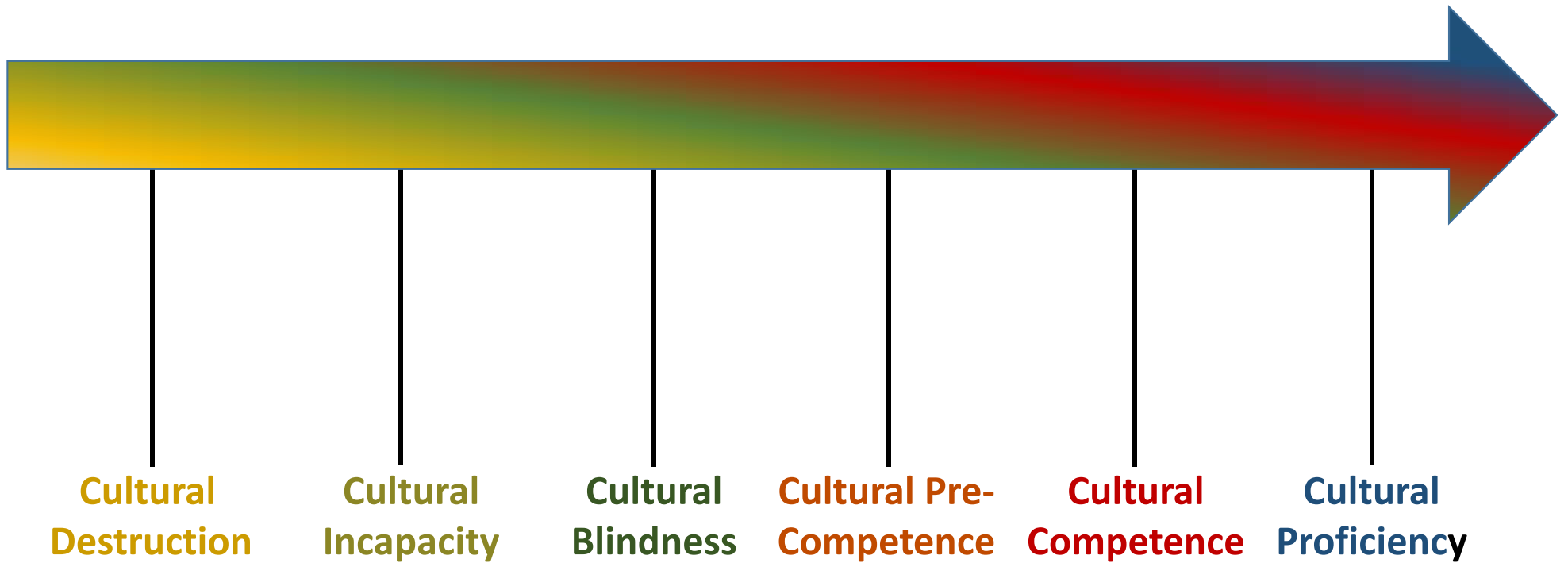


What it means is that you **hold a deep respect** for cultural differences and are **eager to learn**, and **willing to accept** that there are many ways of viewing the world.”

*Dr. Okokon O. Udo*

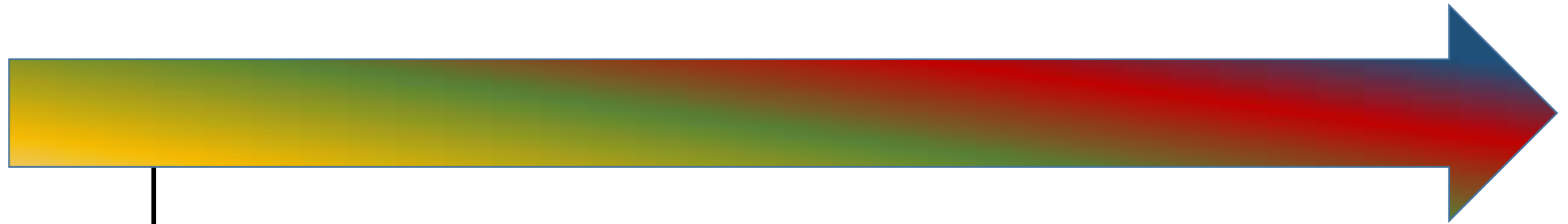


## cultural competency model





## cultural competency model



**Cultural  
Destruction**

### **Cultural Destruction**

- The negative end of the spectrum
- Refers to the blatant attempts to destroy the culture of a given group
- Assumes that one group is superior over another
- Acknowledges only one way of being and purposefully denies or outlaws any other cultural approach



## cultural competency model



### Cultural Incapacity

#### Cultural Incapacity

- Has no capacity to be responsive to different groups, though not intentional
- Often caused by ignorance and unfounded fear
- Failure to recognize when their mistreatment is due to cultural differences and perpetuates its occurrence



## cultural competency model



### **Cultural Blindness**

#### **Cultural Blindness**

- Blindness or ignorance of cultural differences
- Perceives of themselves as “unbiased”
- The believe that culture makes no difference in the way a person or group acts or reacts
- Fosters the assumption that we are all essentially similar so what works with members of one group will work with members of all other cultures



## cultural competency model

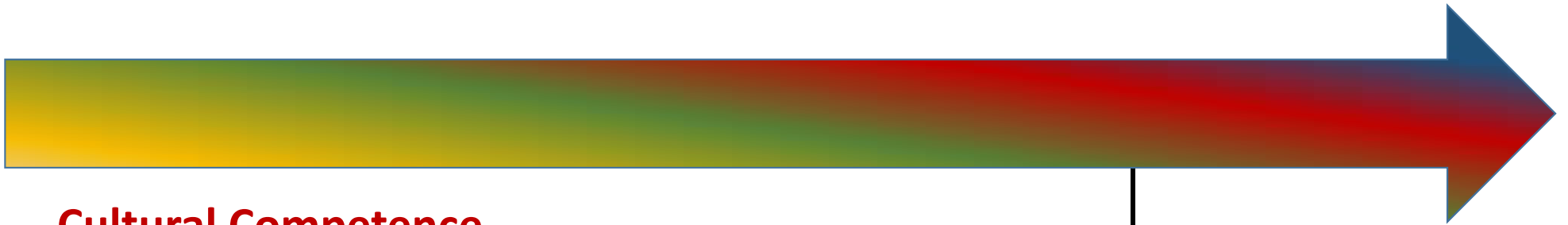
### **Cultural Pre-Competence**

- Awareness of one's limitations in serving persons of other cultures
- Makes small steps to gain knowledge about differences and attempts to integrate this information into delivery of services
- Recognizes that cultural differences exist but those differences are acknowledged as "differences" and nothing more

**Cultural Pre-Competence**



## cultural competency model



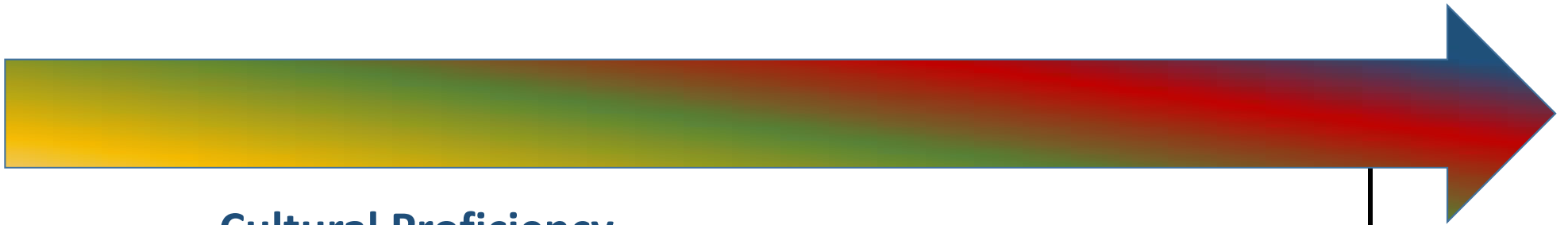
### **Cultural Competence**

- Cognizant of own knowledge and understanding limitations
- The capacity to function in an effective manner, accepting and respecting differences among and within different cultures
- Continuously assesses behavior to ensure it is congruent with culturally competent practices
- Actively seeks knowledge, advice and consultation
- Committed to incorporating new knowledge and experiences

**Cultural  
Competence**



## cultural competency model



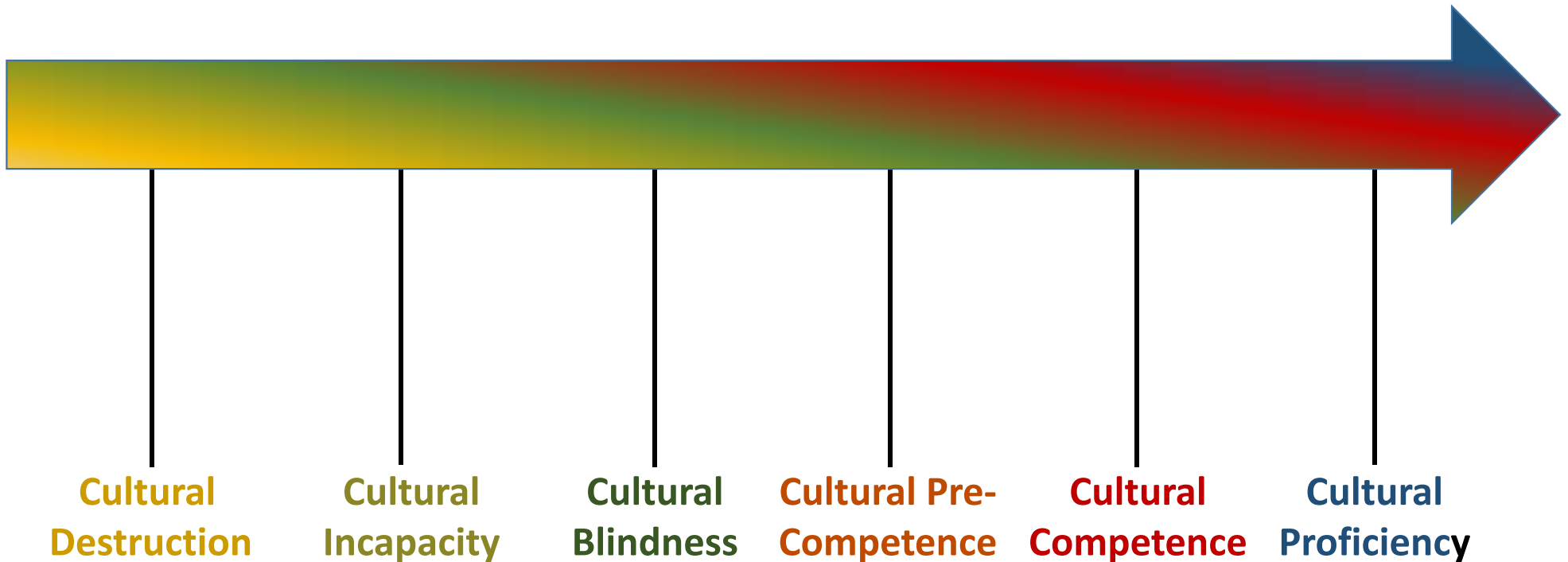
### **Cultural Proficiency**

- The positive end of the spectrum
- Proactively regards cultural differences
- Promotes improved cultural relations among diverse groups
- Holds culture in very high esteem
- Regarded as a specialist in developing culturally sensitive practices

**Cultural  
Proficiency**



## cultural competency model



**Where are you?**





“The one who asks questions  
doesn’t lose his way.” – African Proverb



Success



what people think  
it looks like

Success



what it really  
looks like



## small cultural differences



United States and Britain: OK

Japan: Money

Russia: Zero

Brazil: Insult



## small cultural differences



Initial Eye Contact  
Let's gaze wander  
to avoid staring



Great deal of eye  
contact  
Too little is seen as  
disrespectful



Direct eye contact  
is considered rude  
and aggressive



Eye contact is seen  
as flirtatious or  
threatening  
Avoiding eye  
contact is not rude  
or evasive but  
respectful



## **small cultural differences**

### **Cognitive Trust Culture**

Demonstrated by performance

“Coming through for someone”

Delivering timely on your commitments



**American**  
**British**  
**German**  
**Danish**  
**Australian**  
**Canadian**



## cultural differences

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### Relationship Based Trust Culture

Relationship driven

Lengthy discussions on non-professional topics, shared meals and laughter

Work-related discussions only after the other person is comfortable with you as a person



**Latin American**  
**Arab**  
**Asian**  
**Irish**



## small cultural differences

### Cognitive/Relationship Based Trust Culture

Demonstrated by performance

But tell me a little bit about you

Let's have a meal and talk



**French**  
**Italian**  
**Greek**  
**Russian**





“To know others, we must first know ourselves.” ~ Adage



## **building** cultural competence

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# Got bias?





## **building cultural competence**

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### Intellectual humility

“ Having a consciousness of the limits of one's knowledge, including a sensitivity to circumstances in which one's native egocentrism is likely to function self-deceptively; sensitivity to bias, prejudice and limitations of one's viewpoint. ”

Evaluating oneself correctly

Knowledge of ignorance

I know that I don't know

**Honest.**

**Humble.**

**Seeking.**



## building cultural competence

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### Intellectual humility

“ Having a consciousness of the limits of one's knowledge, including a sensitivity to circumstances in which one's native egocentrism is likely to function self-deceptively; sensitivity to bias, prejudice and limitations of one's viewpoint. ”



Honest.

Humble.

Seeking.



## building cultural competence

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### Intellectual empathy

“

**Intellectual empathy** is an awareness of the need to imaginatively put oneself in the place of others so as to genuinely comprehend them.





## building cultural competence

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### Intellectual empathy

“

The **opposite** of intellectual empathy is intellectual **self-centeredness**. It is thinking centered on self. When we think from a self-centered perspective, we are unable to comprehend others' thoughts, feelings, and emotions.





## **building cultural competence**

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### Wisdom of the Room

What makes you the most uncomfortable about learning about other cultures?

How have you learned about other cultures?

What are your barriers to learning about other cultures?

**Honest.**

**Humble.**

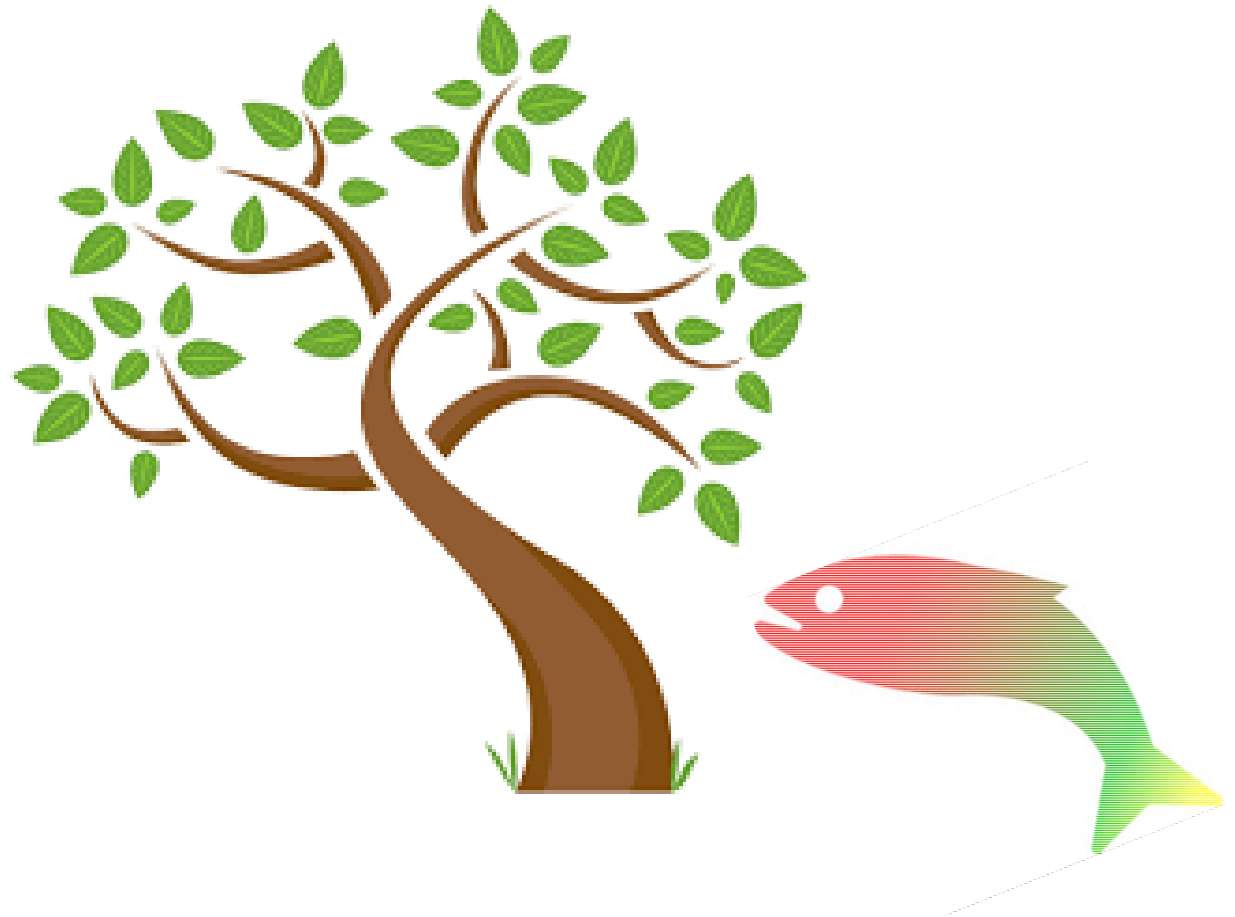
**Seeking.**



## building cultural competence

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everybody is  
a genius.  
but if  
you judge a  
fish  
by its ability  
to climb  
a tree, it will  
live  
its whole life  
believing  
that it  
is stupid.





# building cultural competence

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Be aware of your own **fallibility**

Accept that everyone has **subconscious biases**, and temper reactive judgments

Adopt an ego-sensitive and **humble** stance

Recall previous **beliefs** once held strongly but now **rejected**

Realize you have **blind spots**

**Commit** to change



# building cultural competence

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## *Cultural Competency Learning Matrix*








“The important thing is not  
to stop questioning.” – Albert Einstein






# TAKE WHAT YOU NEED.

LOVE.  
HOPE.  
FAITH.  
PATIENCE.  
COURAGE.  
UNDERSTANDING.  
PEACE.  
PASSION.  
HEALING.  
STRENGTH.  
BEAUTY.  
FREEDOM.



Ask yourself what  
is really important,  
and then have the  
wisdom and courage  
to build your life  
around your answer.

Your  
Comfort  
Zone



Where the  
magic happens

Can you  
remember  
who you  
were,  
before the  
world told  
you who you  
should be?

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## Part 2

*Honest, Humble and Seeking....*  
A Path to Cultural Competency



*I often think the path of clarity is  
less about seeking answers and  
more about readying ourselves to  
receive them.*

*~ Lisa Grace Byrnes*

Honest  
*hearts* produce  
honest **ACTIONS.**

*- Brigham Young*



Be humble.

