



CULTURAL DIVERSITY

Inservice

Instructions: Please read, complete and return post-test.

CULTURAL DIVERSITY

The demographic makeup of the United States is changing dramatically; therefore, working in our society will require that each of us become increasingly aware of the challenge of cultural differences. We tend to have a natural affinity and attraction to people who share many of our own dimensions of diversity. Likewise, we tend to feel less comfortable around people who have less in common with us.

Dealing with diversity can be overwhelming, and is not a short-term venture. It is an inside job that's about each person coming to terms with his or her attitudes, beliefs, and experiences about others, and gaining comfort with our differences.

At the end of the training, the learner will be able to:

- Increase their awareness of the various dimensions of diversity.
- Examine their own cultural identity, as well as how that identity affects their relationships with others.
- Commit to increasing their understanding of diversity issues; and to accept and value human differences. Subsequently, that causes them to relate effectively with others in any circumstance.

CULTURAL COMPETENCY'S DEFINITION

Cultural Competence is defined as a set of congruent behaviors, practices, attitudes, and policies that come together within an agency, among professionals; enabling effective work to be done in cross-cultural situations.

It is an **ongoing process** of actively developing and practicing appropriate, relevant, sensitive strategies and skills toward interacting with culturally different people. Cultural competence requires the capacity to respond appropriately to the needs of populations whose cultures are different from what might be "the dominant or mainstream culture."

WHAT IS CULTURE?

Culture is:

- Learned
- Guides for how people live
- What people believe and value
- How they communicate
- Consists of our habits, customs, and tastes
- Guides the ways we meet various needs of society

CULTURAL COMPETENCY PROCESS

- **Cultural Curiosity** – “Prime the pump”...meaning you have to get interested
- **Cultural Awareness** – “What you see is not what you get”...meaning do not judge by looks; judge by actions and morals of persons; awareness has to do with external signs of diversity.
- **Cultural Sensitivity** – “Do unto others as you would have them do unto you”...meaning learning enough not to say or do things that might be offensive. Try to gain personal attitudes and behaviors that won't be offensive in or with any cultural group.
- **Cultural Insights** – “More than skin deep”...meaning there are lots and lots of cultural facts to learn/keep learning for a “lifetime of learning”.
- **Cultural Clarity** – “More than skin deep”...meaning you must not assume anything and seek clarity from each the cultural person; they are the expert about their culture – let them teach you.
- **Cultural Contrast** – “Take off your rose colored glasses”...meaning comparing and contrast are a good way to learn about differences and realize how and why differences exist. Don't use generalizations and stereotypes.
- **Cultural Strengths** – “United we stand” (divided we fall)...meaning when you focus on the strengths of a person/culture, then you see it anew and you keep things positive.
- **Cultural Integration** – “We are all in this together”...meaning we all equally have a desire to be listened to, heard, and respected.
- **Cultural Congruent** – “Just do it”...meaning just be culturally in-tune with one's environment and treat others with understanding, respect, care, compassion, humility, love, and honesty.

SKILLS AND CHARACTERISTICS OF CULTURAL COMPETENCY

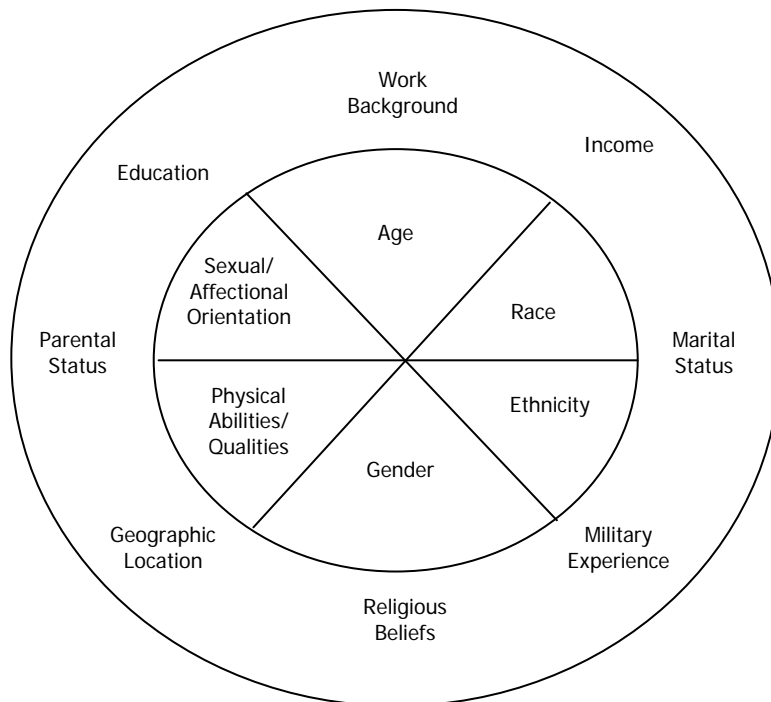
- Be respectful.
- Be willing to share, risk change and explore.
- Be open to differences.
- Understand the power of action and words.
- Have the ability to recognize learning opportunities.
- Possess knowledge of one's self.
- Be aware of ignorance.
- Have the attitude that "Different is okay or interesting: not considered bad".

PRACTICAL TOOLS AND STEPS TO IMPROVING ONE'S CULTURAL COMPETENCY

1. Conduct truthful self assessment. – Enclosed
2. Treat each cultural encounter as a classroom.
3. Be open to learn from others.
4. Apply cultural knowledge in practical and sensitive ways.
5. Know how to do a cultural assessment of other cultural groups.

PRIMARY CULTURAL CHARACTERISTICS

- Nationality: Irish, German, African, American
- Race: White, Black, Asian, American Indians
- Ethnicity: Hispanic
- Gender: Male, Female
- Age: Baby Boomers, Seniors, Generation X
- Religious Affiliation: Christian, Jewish, Muslim



SECONDARY CULTURAL CHARACTERISTICS

- Educational Status: College, High School
- Socio-economic Status (class): Low vs. high income
- Occupation: Housekeeping, Professional
- Military Experience: Reserves, active duty
- Political Beliefs: Democrat, Republican
- Urban versus rural residence
- Enclave Identity: Neighborhood, Territory
- Marital Status: Divorced, single, married
- Parental Status: Single parent, gay parents
- Physical Characteristics; including any disabilities
- Sexual Orientation: Homosexual
- Gender Issues: Transsexual
- Reason for Migration: Refugee

WHAT IS ETHICS?

- Study of right and wrong, and system of moral principles.
- Principles of conduct that help govern human behaviors; and are used by society for evaluating the behaviors of both individuals and groups.
- A means of regulating and setting limits on behavior.

ETHICS AT ALL LEVELS OF LIFE

- Normative Ethics – Practical guidelines or norms
- Personal Ethics – Cultivating a virtuous character and develop proper self-esteem
- Interpersonal Ethics – Moral obligations toward others and ourselves
- Environment Ethics – Moral obligation toward the environment
- Classroom Ethics – How to behave in the classroom
- Professional Ethics – Moral guide of profession
- Clinical Ethics – Day to day oral decision making or those caring for clients
- Theoretical Ethics – Or theoretical morality-argues everyone already knows what is right and wrong

MORAL DECISION MAKING

Good individual moral decision making encompasses three (3) elements:

- Self-knowledge – Learn about one's own beliefs, motives, inclinations, and interests reveals what personal ethics interplay.
- Knowledge of moral theories and tradition – Need to know but do not stand alone.
- Cultural Perception – Reflect on the time in which we live



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JOINT COMMISSION STANDARDS

- JCAHO – Requires education for all healthcare providers regarding cultural diversity.
- They view the issue of the provision of culturally and linguistically appropriate health care services as an important quality and safety issue and a key element in individual-centered care.
- It is well recognized that the individual's involvement in care decisions is not only an identified right, but is a necessary source of accurate assessment and treatment information.
- The Joint Commission has several standards that support the provision of care, treatment, and services in a manner that is conducive to the cultural, language, literacy, and learning needs of individuals.

Don't forget to take your ***Cultural Diversity Self-Assessment Inventory***. This will create a greater self-awareness on issues of intercultural communication, acceptance and cultural understanding. After completing the activity, consider:

- How do you feel about the results? Does it feel right?
- What questions on the inventory stuck out for you?
- On which statements would you like to give yourself a higher score?
- What can you do to continue improving your cultural self-awareness?

Complete the
Celebration of Learning

Celebration of Learning

Matching

- | | |
|-------------------------|---|
| ___ Culture | D. Principles that govern behavior; regulates; limits and determines right from wrong. |
| ___ Ethics | C. Ability to work effectively in a multi-cultural situation, with appropriate behaviors practices and attitudes. |
| ___ Cultural Competence | A. What people believe; how they live; and their learned habits. |
| ___ Cultural Curiosity | E. Irish, German, African, American |
| ___ Nationalities | B. Get interested in other cultures |

True/ False

1. **True/ False:** An attitude that is different from yours is a bad attitude.
2. **True/ False:** Cultural Contrast is a way to learn about differences and realize why differences exist.
3. **True/ False:** Social economic status; occupation; sexual orientation; and religious beliefs are cultural characteristics.
4. **True/ False:** Being respectful and understanding the power of your actions is not required for cultural competency.
5. **True/ False:** For good moral decision making, you must be aware of your own beliefs, motives and inclinations.

Employee Name _____ Date _____