“people don’t quit jobs, people quit people!”

(John C. Maxwell - author, Discovering the Leader Within You)
OBJECTIVES:

- Defining Diversity & Cultural Competence
- Review a comprehensive model of cultural sensitivity
- Get "Off Automatic" with regards to Perceptions & Stereotypes

WHY BOTHER?

**Standard 2: Self-Awareness** - Social workers shall demonstrate an understanding of their own cultural identities and those of others.

**Standard 4**: Cross-Cultural Skills - Social workers will use a broad range of skills and techniques that demonstrate an understanding of and respect for the importance of culture in practice, policy, and research.

**WORKING DEFINITIONS**

**Culture**

A set of behaviors, beliefs and values characteristic of a particular social, ethnic or age group ________ from the home to the workplace.


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**WORKING DEFINITIONS**

**Competence**

“A ____________ process by which individuals and organizations respond respectfully to people of all cultures in a manner that recognizes and **values** the worth of individuals, families and communities.”

**BENNETT MODEL: ETHNO-CENTRIC**

Denial: **UNAWARE** of the existence of cultural differences.

Defense: feels ______________ by the existence of cultural differences.

Minimization: **PROTECTS** one’s own identity by downgrading others.

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Ethno-centric Stages: primary focus is on individualism and preservation of one's own culture.

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**BENNETT MODEL: ETHNO-RELATIVE**

Acceptance: **VALUES** cultural differences absent of judgement.

Adaptation: ______________ cognitively and behaviorally to difference.

Integration: **INTERACTS** comfortably with a variety of cultures.

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Ethno-relative Stages: primary focus is on building relationships based upon collective social/cultural harmony.
PERCEPTIONS & STEREOTYPES!

**Perception:** The process by which we try and __________ information about the environment that surrounds us.

**Stereotypes:** Attribute certain characteristics to all members of a group.
Cultural Iceberg Analogy


THANK YOU!

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