vip community services

CULTURAL COMPETENCE:
A STRATEGY TO PROMOTING DIVERSITY & INCLUSION

PRESENTER: KEVA WHITE, LSW

"people don't quit jobs, people quit people!"

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

vip community services

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 _____ 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.

Source: *National Association of Social Workers: Standards and Indicators for Cultural Competence in Social Work Practice NASW, Washington, D.C. (2015)*

WORKING DEFINITIONS

Culture

A set of <u>behaviors</u>, <u>beliefs</u> and <u>values</u> characteristic of a particular social, ethnic or age group _____ from the home to the workplace.

Source: *National Multi-cultural Institute – Train-the-Trainers Manual, Washington, D.C. (2004)*

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."

Adapted Source: *National Multi-cultural Institute – Train-the-Trainers Manual, Washington, D.C. (2004)*

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.

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

BENNETT MODEL: ETHNO-RELATIVE

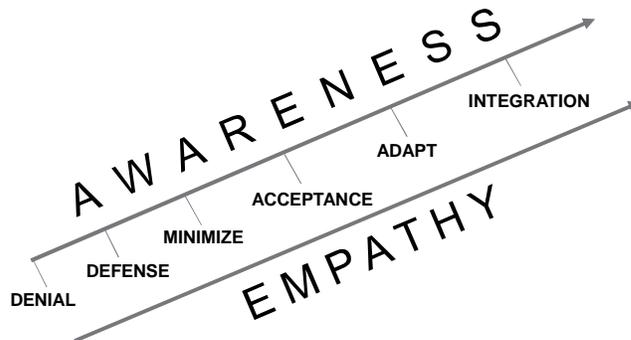**Acceptance**: **VALUES** cultural differences absent of judgement.

Adaptation: _____ cognitively and behaviorally to difference.

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

Ethno-relative Stages: primary focus is on building relationships based upon collective social/cultural harmony

BENNETT MODEL: AWARENESS & EMPATHY

Source: *Milton J. Bennett* (1986, 1993, 2002, 2005, 2011)
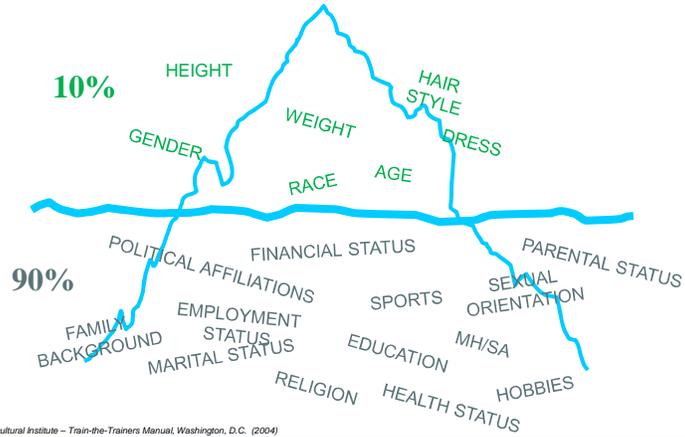

PERCEPTIONS & STEREOTYPES!

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

10%
HEIGHT
HAIR STYLE
WEIGHT
DRESS
GENDER
RACE
AGE

90%
POLITICAL AFFILIATIONS
FINANCIAL STATUS
PARENTAL STATUS
SPORTS
SEXUAL ORIENTATION
FAMILY BACKGROUND
EMPLOYMENT STATUS
EDUCATION
MH/SA
MARITAL STATUS
RELIGION
HEALTH STATUS
HOBBIES

Adapted from: *National Multi-cultural Institute – Train-the-Trainers Manual, Washington, D.C. (2004)*

---

vip community services

THANK YOU!

Contact Us:
vipcomserv.com
(866) 312-6099