Cultural Competency and Social Service

Developing the Capacity to Serve Others by Increasing Ones Understanding of Cultural Competency.

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Creating a High Performing Environment

Maximizing Everyone's Potential by Increasing Your Understanding of Cultural Competency

Living, Working, Playing, Learning and Celebrating Together!
Culture refers to integrated patterns of human or organizational behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutional policies.

Understanding High Performance

"Excellence is a habit."“
It has a Culture!

Practice Makes __________________?
Introduction to Cultural Competency

- Breaking it down....
- A Paradigm Shift
- Touching/Feeling Cultural Competency?
What are the basic themes for high performance and Cultural Competency?
The Basics of Cultural Competency

The 4 A’s

Encouraging the Heart!
We may have all come on different ships, but we’re in the same boat now.”
– Martin Luther King, Jr. –

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The Talking Points!

Terms and Concepts
Defining Cultural Competency, Inclusion and Diversity

The Equity Trilogy

Donald E. Sheffield, Ed. D. Consultant
Equity has a “trilogy”

Diversity—awareness of differences.
Inclusion—opportunity to participate.
Cultural Competency—personal skills to interact positively with diversity.
Cultural Competency
Beyond Diversity and Inclusion

• **Cultural Competency** seeks to educate and train all levels of staff on the skills and competencies that enable employees, students and educators, community members, and others to interact effectively/positively in cross cultural situations.

• **Diversity** fosters an environment where talents and differences of all staff are valued and respected. It includes, but is not limited to race, color, ethnicity, national origin, gender and gender identity, age, religion, disability, sexual orientation and socioeconomic status.

• **Inclusion** strives to create welcoming and honorable work climate for each individual or employee of an organization. It encourages the values of teamwork and collaboration and provides equal opportunity for its diverse workforce to participate and reach their fullest potential at all levels of the organization.
CULTURAL COMPETENCY
Living, Working, Play, Learning Together!

The ability to interact and relate to people different than you, in a positive way.

Skills for
America’s Salad
Bowl!

Diversity
How Does One Develop CLC and Diversity Skills?
Cultural Competency and the Work Environment

The process in which an environment is created that requires mutual respect of individual differences and challenges everyone to maximize their potential.

Creating a culturally sensitive environment for staff and clients to work and interact!
Thinking about the “other” person is essential to cultural competency!!!!!
Culturally responsive practice reinforces the staff need for self-exploration of cultural identity and awareness. It serves as a pre-cursor to acquire knowledge of the client’s specific cultural needs and views from their perspective.

Cultural Competence increases the opportunity for interaction between service providers and clients to be positive and meaningful, as opposed to negative and ineffective.
American is God's Crucible, the great Melting Pot where all the races of Europe are melting and reforming! Here you stand, good folk, think I, when I see them at Ellis Island, here you stand in your fifty groups with your fifty languages and histories, and your fifty hatreds and rivalries, but you won't be long like that, brothers, for these are the fires of God. A fig for your feuds and vendettas! Germans and Frenchmen, Irishmen and Englishmen, Jews and Russians - into the Crucible with you all! God is making the American...The real American has not yet arrived. He is only in the Crucible, I tell you - he will be the fusion of all races, the coming superman.
Analogy of the America-- Part of the curriculum conversation!

Melting Pot

Salad Bowl

• These expressions are two metaphors to describe our country.
• What does each expression mean to you? What are they? Why are they used?
• What are the implications of using “salad bowl” rather than “melting pot”?
• Is one more appropriate or accurate than the other?
Ethnic Identity

Developmental Stages

Ethnic Captivity
Psychological--may be ashamed of heritage

Ethnic Encapsulation
Culture Superiority-stays in own group

Identity Clarification
Pride and respect of culture

Biethnicity
Participates in your own plus another culture

Multiethnicity
Functions in several cultural environments

Global
Functions across cultures

By James Banks

What do you know about your heritage or family history?
Implementing Cultural Competency Requires...

...a passport to discriminate.

To differentiate honorably in favor of another.
How do we become culturally competent!
Developing Salad Bowl Skills!
Isolation/separation fosters prejudice—It is a dangerous practice!

If our institutions (schools, workplace, community, churches and synagogues) lack diversity, what is the “practice”?

Practice Makes __________!
The Iceberg

What part of the iceberg is visible?

Danger!!!!
Sinks Ships

What part is not visible?

Seeing Character!

Character--you must get close enough to see it.
Organizational Culture

What is going on around here?

Who has the power, influence and privilege? Is race important?

Majority __________________________________________________________

Minority _________________________________________________________
Organization Culture Defined

The values and behaviors that contribute to the unique social and psychological environment of an organization. Simply it is the way things get done around here.
Organization Culture and Cultural Competency

It is like a tree!

Practice Makes Permanent!
Do you like apples?
Leadership requires "intentional" action!

Improving the organizational culture!

“Pruning” for high performance!
The right shears for the job!
The Basics of Cultural Competency

The 4 A’s

Encouraging the Heart!
CULTURAL COMPETENCY
Living, Working, Play, Learning Together!

The ability to interact and relate to people different than you, in a *positive* way.

Do No Harm!
By Thoughts, Words or Actions!

Skills for America’s Salad Bowl!
Do No Harm—By Actions, Words or Thoughts!
By Donald E. Sheffield, Ed.D.

For Equity, Cross-Cultural Competency
and the
High Performing Workplace

Verse 1

I’ll do ------no harm --------by words that I say.
And make my place of work, the best in every way.
It starts with me to keep my thoughts, respectful, kind and fair.
So, all my fellow colleagues will, return to me my share.

Chorus

Do No harm, by actions, ------. words, or thoughts,
Remember when you come in here, everyone is taught
Respect, honor, and excellence, together we can achieve
Just do no harm and strive to show, the best of you and me.

Verse 2

Our diversity can be our strength, with skills learned to explore,
Not a melting pot but salad bowl, of lettuce, olives and more.
Let’s all prepare and learn the skills, yes lightly tossed we’ll be.
And do no harm will lead the way, to a world of unity.

Verse 3

Acknowledge --- show attention, ---- accept, and appreciate
Are basic to relating, to better communicate,
With the richness of our diversity, united, full, and free
America can be beautiful, God shed His grace on thee.

Verse 4

Our future can be one of peace, if we just do our part,
To do no harm and guide the world, we all can make a start.
Let’s show each other a better way, for teamwork rules our hearts,
We’ll unify a divided state, and stop being torn apart.
Do No Harm—By Thoughts, Words or Actions!
By Donald E. Sheffield, Ed.D.
(For Equity, Mental Health, Bullying and Cross-Cultural Competency)

Verse 1

I'll do ------no harm -------by words that I say.
And pledge to make my school, the best in every way.
It starts with me to keep my thoughts, respectful, kind and fair.
So, all my fellow students will return to me my share.

Chorus
Do No harm, by actions, -------. words, or thoughts,
Remember when you come in here, everyone is taught
Respect, honor, and excellence, together we can achieve
Just do no harm and strive to show, the best of you and me.

Verse 2

Our diversity can be our strength, with skills learned to explore,
Not a melting pot but salad bowl, of lettuce, olives and more.
Let’s all prepare and learn the skills, yes lightly tossed we'll be.
And do no harm will lead the way, to a world of unity.

Verse 3

Acknowledge --- show attention, ---- accept, and appreciate
Are basic to relating, to better communicate,
With the richness of our diversity, united, full, and free
America can be beautiful, God shed His grace on thee.

Verse 4

Our future can be one of peace if we just do our part,
To do no harm and guide the world, our youth can make a start.
We'll show adults a better way, for teamwork rules our hearts,
And unify a divided state, and stop being torn apart.