

OBJECTIVES

- **Identify What Cultural Competency is and isn't**
- ❖ **Identify different types of cultural groups**
- ✓ **Identify various elements of culture**
- **Explore Self-Awareness as a key component to becoming culturally competent**

◆ **HAVE FUN** 😊

VITAL INGREDIENTS

* **SELF-KNOWLEDGE/AWARENESS**

- Experience and Knowledge about a particular culture.
- Positive change or action for successful interaction with the identified culture.



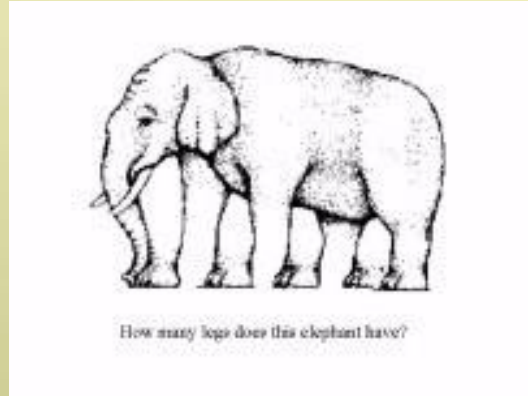
CULTURAL COMPETENCY KNOWLEDGE QUIZ

TRUE (T) or FALSE (F)

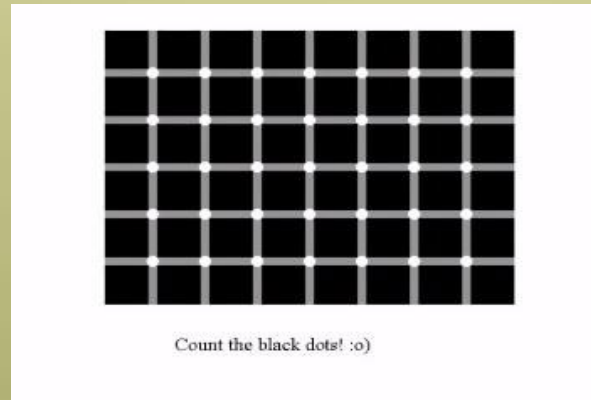
- 1. People's perceptions influence their attitudes and behaviors toward and about cultural groups ____.**
- 2. Youth is not an identified cultural group ____.**
- 3. Rights and Duties are the most important elements of a culture ____.**
- 4. Diversity and Cultural Competency are synonymous ____.**
- 5. People tend to belong to more than 1 cultural group ____.**
- 6. Cultural Competency occurs along a continuum ____.**
- 7. The National Center for Cultural Competence is located at Georgetown University ____.**
- 8. Stereotypes about a cultural group are normal ____.**
- 9. Race is an aspect of one's deep culture ____.**
- 10. Self Awareness/Knowledge is the most important ingredient of Cultural Competency ____.**

PERCEPTION

Perception is how YOU look at//see others/situations and the world around you.



- **How many legs does this elephant have?**



- **Count the Black Dots**



- **Culture** – integrated patterns of human behavior that include knowledge, experience, beliefs, customs, values, ideas, attitudes, skills, tastes, and techniques of a group. (*Office of Minority Health*)
- **Competence** – having the capacity to function in a particular way. (*Office of Minority Health*)
- **Cultural Competence** – set of behaviors, attitudes and policies that come together in a system, agency or program, or among individuals, enabling them to function effectively in diverse cultural interactions and similarities within, among and between groups. (*U.S. Dept. Health & Human Services*)

ELEMENTS OF CULTURE

COMMUNICATION

Relationships	Values
Ceremony	Rewards/Privileges
Ethics	Rights and Duties
Health/Medicine	Personal Space
Folk Myths	Spirituality
Gender Roles	Status
Gestures	Subsistence
Grooming	Sex/Romance
Ownership	Taboos
Time	Recreation

CULTURAL GROUPS

(Non-ethnic/racial)

PARENTS

MANGERS/SUPERVISORS

YOUTH

SINGLE PARENTS

DOCTORS

MARRIED PERSONS

ENTERTAINERS

MILITARY PERSONNEL

LAW ENFORCEMENT

STUDENTS

SENIORS

WOMEN

NURSES

MEN

TEXT LANGUAGE ANSWER KEY

1. **2MORO = Tomorrow**
2. **BRB = Be Right Back**
3. **BTW = By The Way**
4. **B4N = Bye For Now**
5. **BCNU = Be Seeing You**
6. **DBER = Don't Believe Everything You Read**
7. **CD9 = Code 9/Parents Around**
8. **ISO = In Search Of**
9. **J/K = Just Kidding**
10. **SMH = Shaking My Head**
11. **L8R = Later**
12. **LOL = Laughing Out Loud**
13. **OMG = Oh My God**
14. **POV = Point Of View**
15. **GL/HF = Good Luck/Have Fun**
16. **RBTL = Read Between The Lines**
17. **ROTFLMAO = Rolling On The Floor Laughing My Ass Off**
18. **SIDT = Still In The Dark**
19. **SOL = Shit Out Of Luck**
20. **TTYL = Talk To You Later**

**Cultural
Competence
Continuum**

**Cultural
Proficiency**



**Cultural
Competence**

**Cultural
Precompetence**

**Cultural
Blindness**

**Cultural
Incapacity**

**Cultural
Destructiveness**

SELF AWARENESS

- **STEREOTYPES/BIASES**
- **CULTURAL DIVERSITY
SELF-AWARENESS CHART**
- **CQ SELF-ASSESSMENT
TOOL**

EXERCISE: What initial images/thoughts come to mind when you think of:

- * Hispanics
- * Teens
- * Seniors (old people)
- * People with disabilities
 - * Teachers
 - * Asian Americans
- * African American females
 - * Police officers
- * Deaf/Hard of hearing people
 - * Obese people
 - * Native Americans
- * White Anglo Saxons
 - * Politicians
 - * Northerners
- * Southerners
- * Single Parents

Self-Awareness/Cultural Diversity Chart

What did you learn from each cultural group below from each of the 3 sources?

CULTURAL GROUP	Learned from Family Friends, and/or School	Learned from Media	Learned from Personal Experience
POLICE			
LATINOS/ HISPANICS			
PEOPLE W/ DISABILITIES			
TEENS			
GAY & LESBIANS			
SINGLE PARENTS			
BLACKS AFRICAN AMERICANS			
INDIGENOUS PEOPLE/NATIVE AMERICANS			

CULTURAL INTELLIGENCE

- Cultural Intelligence (CQ) is a person's capability to function effectively in situations characterized by cultural diversity. CQ is a critical capability that enhances employee, manager, and organizational effectiveness. **It also enhances interpersonal interactions in a wide range of social contexts.**

QUESTIONS TO CONSIDER

- ❖ **Do people belong to more than one culture?**
- ❖ **Is it difficult to remain neutral about all cultures?**
- ❖ **What biases do people have about various cultural groups?**
- ❖ **How might biases affect the work you do?**
- ❖ **What is most important to becoming culturally competent?**

RESOURCES

- ***VA DBHDS OFFICE OF Cultural & Linguistic Competency***
- ***The Office of Minority Health***
- ***National Center for Cultural Competence, Georgetown University***
- ***CADCA, Cultural Competence Primer***
- ***Cultural Intelligence Center, LLC 2005-2013***