Cultural Humility vs. Cultural Competence: Do You Know Me?
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Identity Exercise / Tool

Geographic Location * Urban * Rural * Suburban * Non-Native
Multilingual * Limited English Proficiency * Education * GED/High School Diploma * B.A./M.A./Prof. Degree * Student * Mentor * Profession *
Homemaker * Environmentalist * Immigrant Status * Class * First Generation *
Employment Status * Socioeconomic Status * Black * African American *
Latino/a * Hispanic * Indigenous * Native American * First Nation * Asian * Pacific Islander * White * Multi-race * Multi-ethnic * Ethnicity *
Nationality * Tribal Identity *
Female * Male * Man * Woman * Genderqueer * Lesbian * Gay * Bisexual *
Transgender * Queer * Heterosexual * Spouse * Single * OTHER * Unmarried *
Widowed * Divorced * Married * Partner * Polyamorous * Personality Type *
Introvert * Extrovert * Radical * Liberal * Conservative * Political Party *
Indigenous Religion *
Muslim * Christian * Catholic * Jewish * Buddhist * Polytheistic *
Pagan * Agnostic * Atheist * Wiccan *
Smoker * Vegan * Vegetarian * Age * Height * Weight * Body Type *
Parent/Child Deceased * Matriarch * Patriarch * Mother * Father * Daughter *
Son * Grandparent * Great-Grandparent * Sibling * Adopted * Foster * Step *
Substance Abuse * Learning Disability * Physical Disability * Survivor/Surviving Illness *
Social Challenge * Emotional Challenge * Mental Health Condition *
Behavioral Challenge *
Developmental Disability * Survivor/Surviving Abuse * Military * Veteran *
Law Enforcement * Probationer * Parolee * Unapologetic
Cultural Diversity is Many Things

- National Origin
- Age
- Religion
- Location – Urban, Rural, Suburban
- Social Class
- Disabilities / Different Abilities
- Marital Status
- Sexual Orientation
- Race
- Ethnic Identification
- Gender
Definitions:

- **Culture** refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups.

- **Cultural and Linguistic Competence** is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations.

- **Competence** implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities.

*Resource: U.S. Department of Health and Human Services, Office of Minority Health (Adapted from Cross, 1989).*
Defining Culture

“Culture does not determine behavior, but rather affords group members a repertoire of ideas and possible actions, providing the framework through which they understand themselves, their environment, and their experiences.

Culture is ever changing and always being revised within the dynamic context of its enactment.
Defining Culture

Individuals choose between various cultural options, and in our multicultural society, many times choose widely between the option offered by a variety of cultural traditions.

It is not possible to predict the beliefs and behaviors of individuals based on their race, ethnicity or national origin.”

------- Linda Hunt, Associate Professor of Anthropology at Michigan State University
Coalitions Defined...

Coalition:

- A voluntary, strategic community prevention alliance, established to achieve a common purpose by sharing risks, responsibilities, resources and rewards.
Some Exercises in Self Reflection

- Identify your own cultural and family beliefs and values.

- Define your own personal culture/identity: ethnicity, age, experience, education, socio-economic status, gender, sexual orientation, religion…

- Are you aware of your personal biases and assumptions about people with different values than yours?

- Challenge yourself in identifying your own values as the “norm.”

- Describe a time when you became aware of being different from other people.
The Necessary Purpose of Bias

Understanding The Purpose of Bias:

- We go out in the world every day and make decisions about what is safe or not; what is appropriate or not, and so on.

- This automatic decision making is what psychologist Joseph LeDoux has suggested is an unconscious “danger detector” that determines whether or not something or someone is safe before we can even begin to consciously make a determination.

- When the object, animal, or person is assessed to be dangerous, a “fight or flight” fear response occurs.

On a conscious level, we may correct a mistake in this “danger detector” when we notice it. But often, we simply begin to generate reasons to explain why it was accurate to begin with.

From a survival standpoint this is not a negative trait. It is a necessary one.

We have all heard the axiom, “it is better to be safe than sorry,” and to a large degree this is true.
The Necessary Purpose of Bias

- Where people are concerned, these decisions are hard-wired into us.

- Our fundamental way of looking at and encountering the world is driven by this “hard-wired” pattern of making unconscious decisions about others based on what feels safe, likeable, valuable, and competent.
The Deep Impact of Unconscious Bias

- Each one of us has some groups with which we consciously feel uncomfortable, even as we castigate others for feeling uncomfortable with our own groups.

- These conscious patterns of discrimination are problematic, but, again, they pale in comparison to the unconscious patterns that impact us every day.

- Unconscious perceptions govern many of the most important decisions we make and have a profound effect on the lives of many people in many ways.
“When we get conscious about managing diversity, we are “tuning in” to the indicators around us that tell us everyone does not see the world the way we do.

While we know that intellectually, when it plays out in a difference of opinion, a different response, or a different way of being, behaving, dressing, talking -- you name it, we forget that everyone is not ‘just like me.’

It is at that moment that we have to wake up, and realize we need to manage the diversity that is facing us and begin by thinking, ‘OK, who is in this mix and what are their perspectives?’”

Dr. M. Elizabeth Holmes, Executive Vice President & Chief Learning Officer, Roosevelt Thomas Consulting & Training, from “Getting Conscious About Managing Diversity”
Cultural Humility
vs.
Cultural Competence
Cultural Competence

- Coalitions need to be able to use their knowledge in a helping, culturally supportive manner. Unfortunately, how we respond is often a gray area of practice: what does it mean to “demonstrate competence in engaging and mobilizing our community?"

- The SPF also asks us to engage with respect for individual differences. How do we know that we are using our cultural knowledge regarding different races, gender expression, age, and the like, in a way that meets the needs of the individual communities?

- Cultural competency begins with having knowledge of different cultures or aspects of social diversity. However, knowledge alone is not enough.

(Ortega & Coulborn Faller, 2011)
Defining Culture

“Actually, the most important part of culture ...
Is that which is hidden and internal, but which governs the behavior encounter.” ---- Hall 1976

Consider the Fig Tree
The Parallel of Trees of a Forest

- Fig trees blooms 3 seasons out of the year & Requires personal Interaction.

- Trees requires a variety of other types to thrive and have longevity of life.

- Good health and aging of trees depends on the density of the forest.

- This is why a forest can be deemed as a community of trees.
Competence Requires:

➢ Valuing diversity

➢ Conducting self-assessment

➢ Managing the dynamics of difference

➢ Acquiring and integrating cultural knowledge

➢ Adapting to the diversity and the community contexts of the communities you serve
Cultural Humility

- **Cultural Humility** is a lifelong process of self-reflection and self-critique.

- “Cultural humility...is best defined not as a discrete end point but as a commitment and active engagement in a lifelong process that individuals enter into on an ongoing basis with patients, communities, colleagues, and with themselves.”

Drs. Tervalon and Dr. Murray-Garcia, *Cultural Humility versus Cultural Competence*
Humility Requires:

➢ Committing to a life long self-evaluation and critique

➢ Developing self-awareness and respect for differences

➢ Redressing power imbalances

➢ Developing mutually beneficial (non-paternalistic) partnerships with communities
Identity Exercise /Tool

- Which descriptive word / phrase do you identify with most? If “other,” please share.

- What would you like the dominant culture to know about the group with which you most identify?
Culturally Humble Coalitions...

...Form deep connections into all major sectors of the community.

...Honor the strengths and resources inherent in diverse groups.

...Build bridges to overcome assumptions, blame and mistrust.

...Recognize that substance abuse crosses all lines, but affects certain populations more than others.

... Bring together a range of organizations, agencies and individuals.

... Build relationships.
Why Devote Resources to Building Cultural Humility/Competence?

- Rapidly changing demographics.
- Widespread reach of substance abuse.
- Value of group strengths and protective factors.
- Value of group representation.
- The need to understand a culture before trying to alter systems, policies or group norms.
The Diversity of Language

- The language of diversity makes people uncomfortable. Words like:
  - Discrimination, oppression, dominance, subordination, heterosexism, racism or male privilege often cause negative reactions.
  - When people speak these words, others begin to focus on what it means for them.
  - It is easier to become defensive, argue the meaning or ignore these interactions than it is to learn how the language of diversity affects others and impacts all aspects of our lives.
  - And, if we can’t talk productively about something, then we can’t do anything about it.
The Diversity of Language

Since we have all learned the terminology of oppression simultaneously with learning the English language, we cannot unlearn it without making a conscious effort.

It represents what we have learned about communicating the dynamics of oppression.

It focuses on the meaning and impact of group identities, including race, gender, ethnicity, sexual orientation and abilities.

To support those interested in relearning, here are some general principles:
The Diversity of Language

- Notice your defensiveness and accept the discomfort of unlearning and relearning.
- To be competent in this arena is the same as learning to be competent in anything else.

- It requires:
  a. Desire to know
  b. Motivation to become informed
  c. Opportunities to practice
  d. Willingness to correct your mistakes.

- The best way to check the appropriateness of a term is to ask a member of the group being referred to while remembering that no one individual represents the entire group.

- People often collude in oppressing others by failing to challenge negative terminology about their own group and by using such terminology when speaking about others.
The Diversity of Language

- Not everyone in a particular identity group, or everyone at a particular time, will agree on the use of specific terms or expressions.

- For example, many people of color prefer to be called Hispanic. Others identify with Latino. Still others prefer to be called by their national origin, e.g., Cuban, Mexican, Colombian, etc.

- All speakers of a language are influenced by the dynamics of dominant and subordinated group membership (If you are a white, heterosexual man, your experience of language will be different from a black woman or a gay Asian man).

- Humor is a familiar and treacherous trap. It is next to impossible to gauge what might offend someone or for others to know your intent.
People who apply their learning, place themselves in a position to affect change in the world.

If humankind can relearn the language of diversity, then we can relearn how to respect and treat each other with honor, dignity and love.

Excerpt from The Diversity Factor Language Guide (Fifth Edition, 2006)
http://www.eyca.com/diversity/languageguide.html
Used by special permission of Elsie Y. Cross Associates, Inc.
The ISM’S: Privileges Expressed

**Racism:** Any communication, action or course of conduct, whether intentional, that denies recognition, benefits and/or rights of access to any person or community on the basis of their membership or perceived membership in a racial, ethnic or cultural community.

**Sexism:** Sexism is prejudice or discrimination based on gender. Like the other “ism’s,” sexism can be both personal and institutional.

**Ageism:** Prejudice against a person on the grounds that their age category is “inferior” to another and that unequal treatment is thus justified.
The ISM’S: Privileges Expressed

- **Ableism:** Discrimination in favor of the able-bodied.

- **Heterosexism:** Discrimination in favor of heterosexual and against homosexual people.

- **Anti-Semitism:** Anti-Semitism is prejudice or discrimination against Jews, based on negative perceptions of their religious beliefs and/or negative group stereotypes. Anti-Semitism can also be a form of racism, as when Nazis and others consider Jews an inferior “race.”
Invisible Privilege Statements

- I can go into a supermarket and find the staple food which fit my cultural traditions.

- My health and human service provider will be aware of my cultural values and traditions.

- I can do well in a challenging situation without being called a credit to my race.

- When completing against a female applicant for a job, the odds of getting the job are probably in my favor.

- People do not ask me when decided to become a heterosexual.
Invisible Privilege Statements

- I can marry and enjoy all the legal benefits associated with marriage.

- People do not disrespect me by using incorrect pronouns.

- I do not have to worry about whether I will be able to find a restroom to use or whether

- I will be safe changing clothes in a locker-room.

- I can be assured that my entire neighborhood will be accessible to me.
Invisible Privilege Statements

- I am not expected to spend my entire life 20-40 pounds underweight.
- I can be assertive without being called a bitch.
- I can count on finding a health and human service provider willing to talk about my sexuality.
- I am not expected to constantly defend my medical decisions.
- I can be assured that assumptions about my mental capabilities will not be based on my physical limitations.
- I can take a job without people suspecting I got the job because of my disability.
Seven Steps to Identify and Address Unconscious Bias

1. Recognize that you have biases.
2. Identify what those biases are.
3. Dissect your biases.
4. Decide which of your biases you will address first.
5. Look for common interest groups.
7. Be mindful of bias kick back.
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