



Opening Door with Respect: Conversations on Culture and Diversity



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Agenda

- **Welcome & Training Overview**
- **Diversity Module**
- **Culture Module**
- **Cultural Competence Module**
- **Wrap-Up**



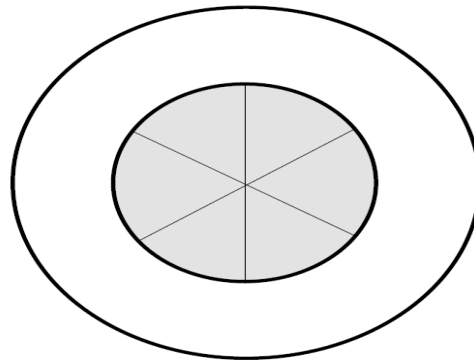
Objectives

At the end of this session, you should be able to:

- Define “diversity”, “culture” and “cultural competence”
- Explain the similarities and differences between these concepts, and how they relate to your work
- Identify behaviors that indicate a lack of cultural competence and those that indicate skill in cultural competence
- Explain the importance of cultural competence in your work



Dimensions of Diversity



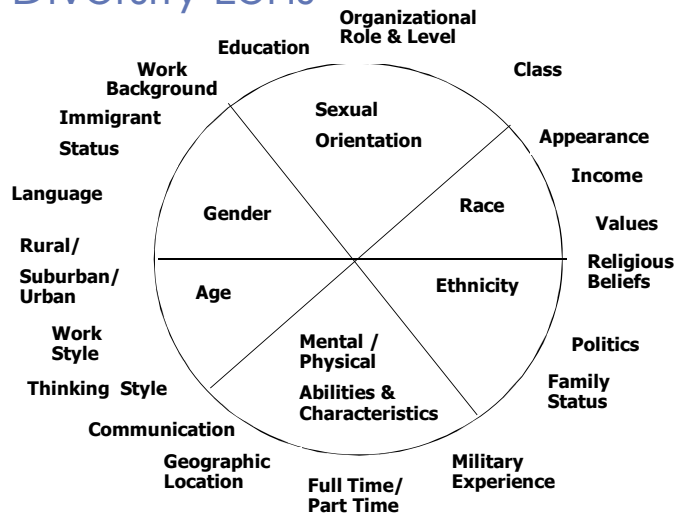
□ - Primary Dimensions

□ - Secondary Dimensions

*Adapted from Marilyn Loden and Judy B. Rosener, Ph.D.



Diversity Lens



Adapted from Loden, Marilyn and Judy B. Rosener. *Workforce America: Managing Employee Diversity as a Vital Resource*. McGraw-Hill Professional Publishing, 1990.



Definition of Diversity

Diversity is the mosaic of people who bring a variety of backgrounds, styles, perspectives, values, abilities and beliefs as assets to the groups and organizations to which they belong.



Aspects of Culture



Culture Is



Definition of Culture

The shared values, traditions, norms, customs, symbols, arts, history, folklore, ways of living and institutions of a group of people.

Culture shapes how people see their world and structure their community and family life.

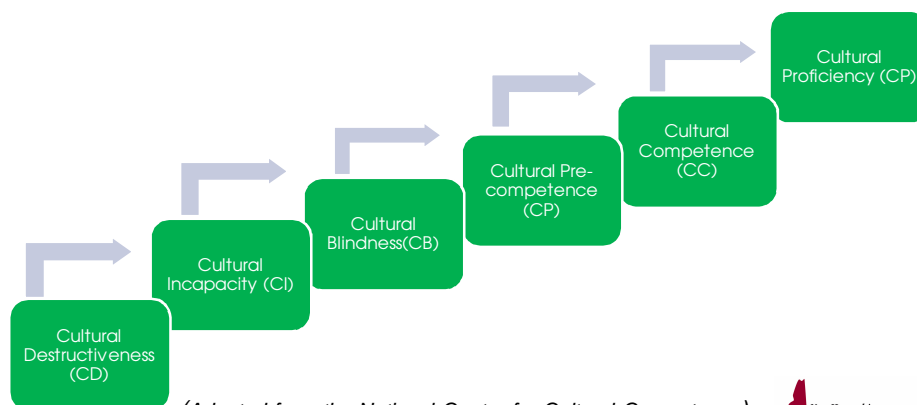
Cultural Competence Conceptual Framework



(Adapted from Cross, Bazron, Dennis & Isaacs, 1989)



Cultural Competence Continuum



(Adapted from the National Center for Cultural Competence)



Cultural Competence Continuum Exercise

Cultural Intolerance	Cultural Incapacity	Cultural Competence
I don't know and I may or may not care – OR – I do know and I don't care.	I do know (and I may care), but I don't know what to do about it.	I do know and I know what to do to address it.

Definition of Cultural Competence

A set of congruent behaviors, attitudes and policies that come together as a system, agency or among professionals and enable that system, agency, or those professionals to work effectively in cross-cultural situations.

- The word "culture" is used because it implies the integrated pattern of human thoughts, communication, actions, customs, beliefs, values and institutions of a racial, ethnic, religious or social group.
- The word "competence" is used because it implies having a capacity to function effectively.



Thank you for your time

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