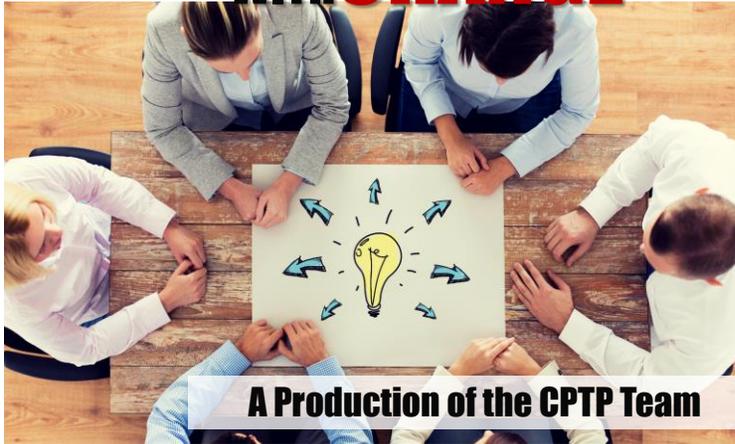




## Success Series Webinars

# DEALING WITH CHANGE



A Production of the CPTP Team

Next Third Thursday Webinar:

**SEPTEMBER 21, 2017 \* Dealing with Change**

Check the CPTP YouTube Channel for any of the webinars you missed or that you'd like to review at <https://goo.gl/iS0iJP>

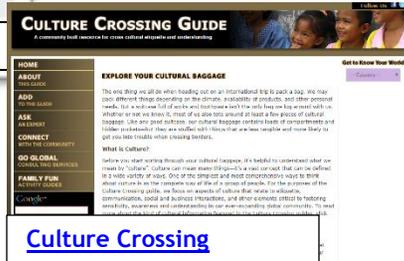
Useful sites and resources on this month's topic:



[Commisceo Global Culture Guides](#)



[Kwantessential Resource Guides](#)



[Culture Crossing](#)



## Success Series Webinars

# COMMUNICATING ACROSS CULTURES

What's Your Level of Cultural Competence?

### CULTURAL PROFICIENCY

Holds culture in high esteem.

Seeks to improve cultural competence by conducting research and improving relations between cultures.

### CULTURAL COMPETENCY

Acknowledges and respects differences.

Continually assesses self and expands knowledge and resources. Adapts services to better meet the needs of diverse populations.

### CULTURAL PRE-COMPETENCY

Desires to deliver quality service and is committed to diversity.

Recruits minorities for staff and leadership positions.

Must take care not to fall into "tokenism".

### CULTURAL BLINDNESS

Believes that whatever works for the dominant culture is appropriate regardless of race or culture.

Ignores cultural strengths and encourages assimilation.

### CULTURAL INCAPACITY

Lacks the ability to help minority individuals due to extremely biased beliefs and attitudes toward those who are not of a mainstream culture.

### CULTURAL DESTRUCTIVENESS

Displays intentional attitudes, policies, and practices that are damaging and disrespectful to other cultures.

Adapted from YouTube: *Bill Deans' Culture Competence Continuum*



## CELEBRATE THE DIFFERENCES

Here are some concepts of cultural competence from *Bill Deans' Culture Competence Continuum*:

- ❑ Cultural Awareness: Understanding the role cultural difference and diversity plays.
- ❑ Cultural Commitment: Commitment to self-determination and building respectful partnerships with minority cultures.
- ❑ Cultural Respect: Valuing people and their cultures
- ❑ Cultural Responsiveness: Having the ability and skills to assist people of a different culture.
- ❑ Cultural Safety: Creating a service environment that is safe and welcoming for minority cultures.
- ❑ Cross-Cultural Practice and Care: Being able to relate and provide services to minority cultures.
- ❑ Self-Reflection: Being able to see how your culture and dominant culture generally impacts minority cultures.



## RETHINK NEGATIVE STEREOTYPES

- ❑ For a great view on stereotypes, check out Gail Price-Wise's video on YouTube. (Search *Cultural Competence*)
  - ❑ She maintains that there is no such thing as a "first impression." She explains by saying our first impressions happened when we were children. By the age of ten, most of us have experienced the first impressions that will serve as a basis for our second impressions for life.
- Hard to imagine that a cartoon we saw as a child could bias our impressions of an entire nationality, but it's a very real concept when you think of "propaganda cartoons" during WWII and how they represented different nationalities.
- ❑ Put mental baggage on hold to get to know others as individuals, not stereotypes.



## DISCOVER WHAT YOU HAVE IN COMMON

- ❑ We have more in common than we realize. And we prove it every day when we hear someone say something and find ourselves thinking, "That's exactly how I feel!"
- ❑ Taking the time to know others as individuals, reading and learning about different cultures, and recognizing what we have in common with others will help us create connections that overcome any differences.
- ❑ A fun activity could be to compare childhood games, favorite activities, music, and entertainment to better understand a culture you'd like to explore.
- ❑ Want an interesting view of the United States from the outside?  
Visit YouTube and search *Asian Boss America* to discover interviews and discussions about America by students of different nationalities.



## USE TWO-WAY COMMUNICATION

- ❑ Just like we do when we are communicating with someone from our own culture, using two-way communication can help ensure that our messages are being received the way they are intended.
- ❑ We have to realize that even some general characteristics that are applied to nationalities are not true for everyone of that nationality.
- ❑ We even discovered during the webinar that information about Indian culture from one organization's culture guide was considered insulting to a viewer of that nationality.
  - ❑ That's where two-way communication helps. Talking through these misunderstandings makes us able to turn these negative experiences into learning opportunities for our next encounter.



## RESPECT EACH OTHER'S PREFERENCES

- ❑ If you get a chance to travel to another country where yours is not the predominant language, you'll understand the positive impression it makes when people try to communicate in the other person's language. Even if the person is not proficient in the language, the effort is appreciated.
- ❑ Recognizing that some nationalities prefer a wider personal space than Americans is a great start to respecting and making others feel comfortable. Watch for their response to the space to see if it needs to be adjusted.
- ❑ Remember that gestures are not universal. Respect others by avoiding any gestures that could be misinterpreted, such as the "ok" sign which is considered offensive in a number of countries.
- ❑ All of this reminds us that there are no shortcuts to understanding citizens of different cultures. We have to take the time to get to know others as individuals.