

Building Cultural Competency

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SIoux LOOKOUT

Meno Ya Win

HEALTH CENTRE



CICR

ICRC



Interactive Dialogue

- This presentation will attempt to provoke your thinking on how to effectively navigate through cultural diversity in the workplace.
- It will provide a framework for participants to gain insights into identity-based conflict resolution.
- Recognize layers of conflict and the impact of deep-rooted conflict in the workplace.
- Explore what cultural competency means to you and how to celebrate diversity in the workplace.

Cultural Competency

Beyond the tip of the iceberg

The ability to work effectively across cultures in a way that acknowledges and respects the culture of the person or organization being served.



J. H. Hanley (1999) Five Stages toward cultural competence

“Who we are together is always different and more than who we are alone.”

“It is not our differences that divide us. It’s our judgements about each other that do.”

Margaret Wheatley, *Turning to One Another*.



Ask How ?

Attitude

Skills

Knowledge

Honesty

Openness

Willingness



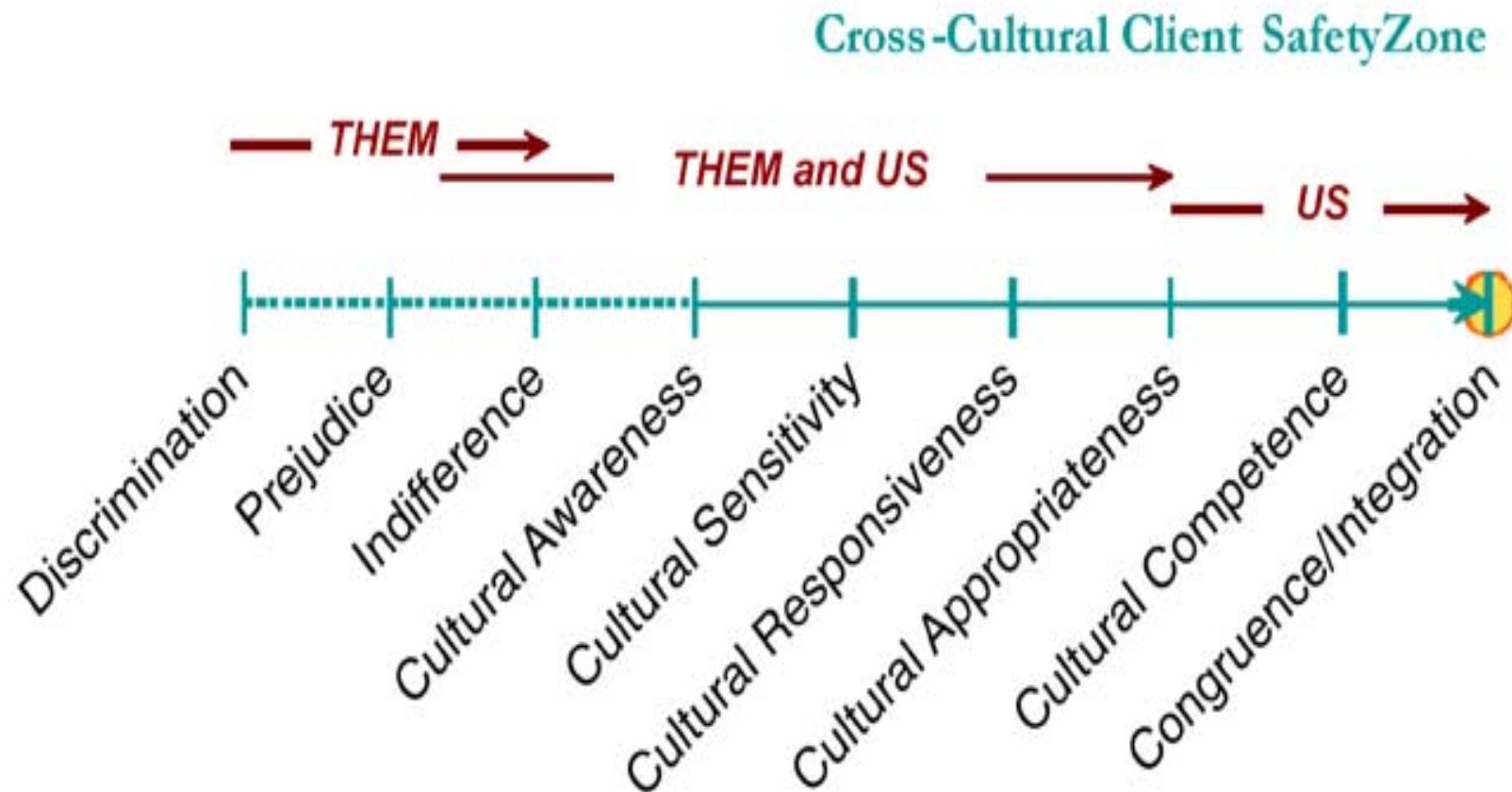
Perception

How we see the world and new filters of understanding ...



Cultural Competency Continuum

Cromarty and Walker, 2006



Cultural Competency Continuum

Cultural Destructiveness :

- 'US - THEM' divide : Clash of identity needs
- Individual or groups refuse to acknowledge the presence or importance of cultural differences in the teaching/learning process
- Any perceived or real differences from the dominant mainstream culture are punished or suppressed

J. L. Mason, M. P. Benjamin, & S. A. Lewis (1993) – The cultural competence model: Implications for child and family mental health services.

Cultural Competence

- Organizations and individuals learn to value cultural differences and attempt to find ways to celebrate, encourage, and respond to differences within and among themselves
- Teams, colleagues and friends explore issues of equity, cultural history and knowledge, social justice, privilege and power relations in our society.

Building Cultural Competency

Leaders and champions throughout the organization and community are the 'systems architects'.

“A shared vision is not an idea. It is rather, a force in people’s hearts, a force of impressive power.”

Ted Ball: Designing Integrated Healthcare Delivery Systems

Peter Senge: The Fifth Discipline



Engage in conversations to explore limiting beliefs, different values and universal identity needs.

“Seek first to understand, to be understood.” Stephen Covey.



Responding to Emotions in Conflict.

Deep-rooted conflict impacts the core identity of individuals prompting a profound emotional response.

Collaborative processes engage people in a conversation. Community dialogue.





Levels of Conflict

Settle Dispute

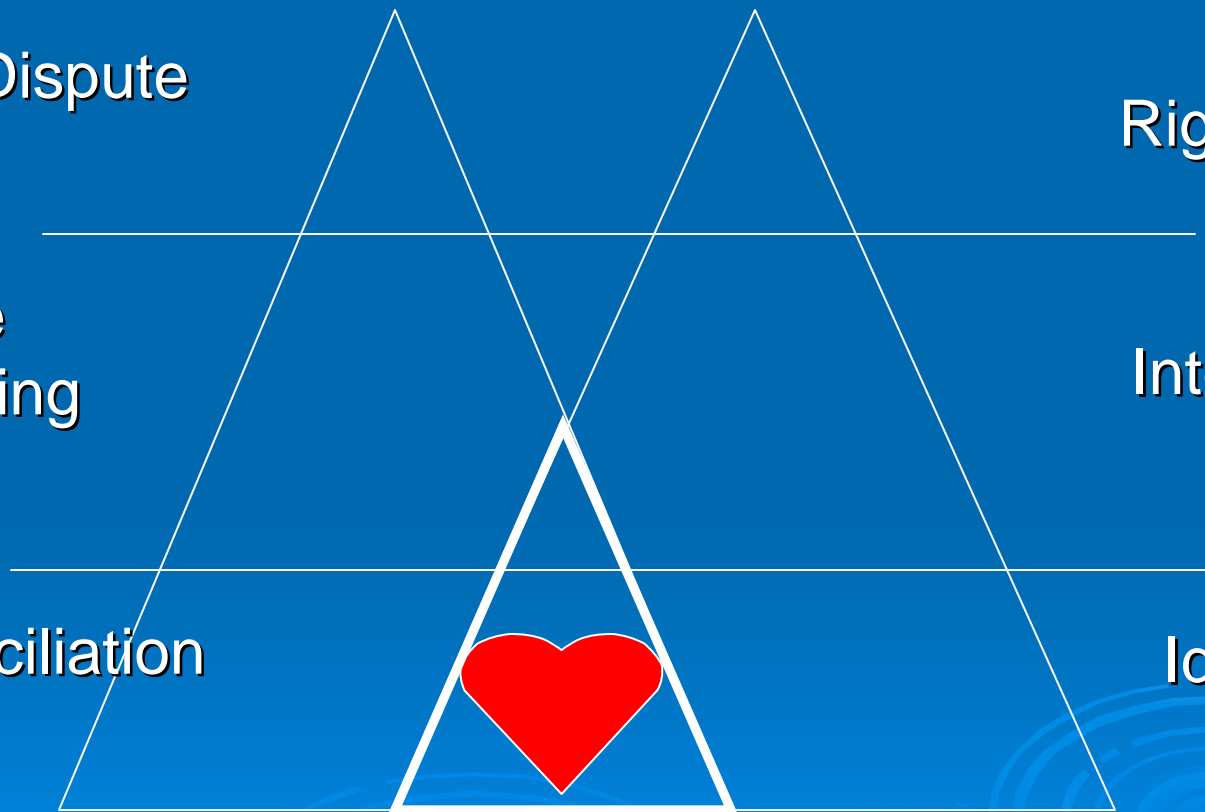
Rights

Resolve
Underlying
Conflict

Interests

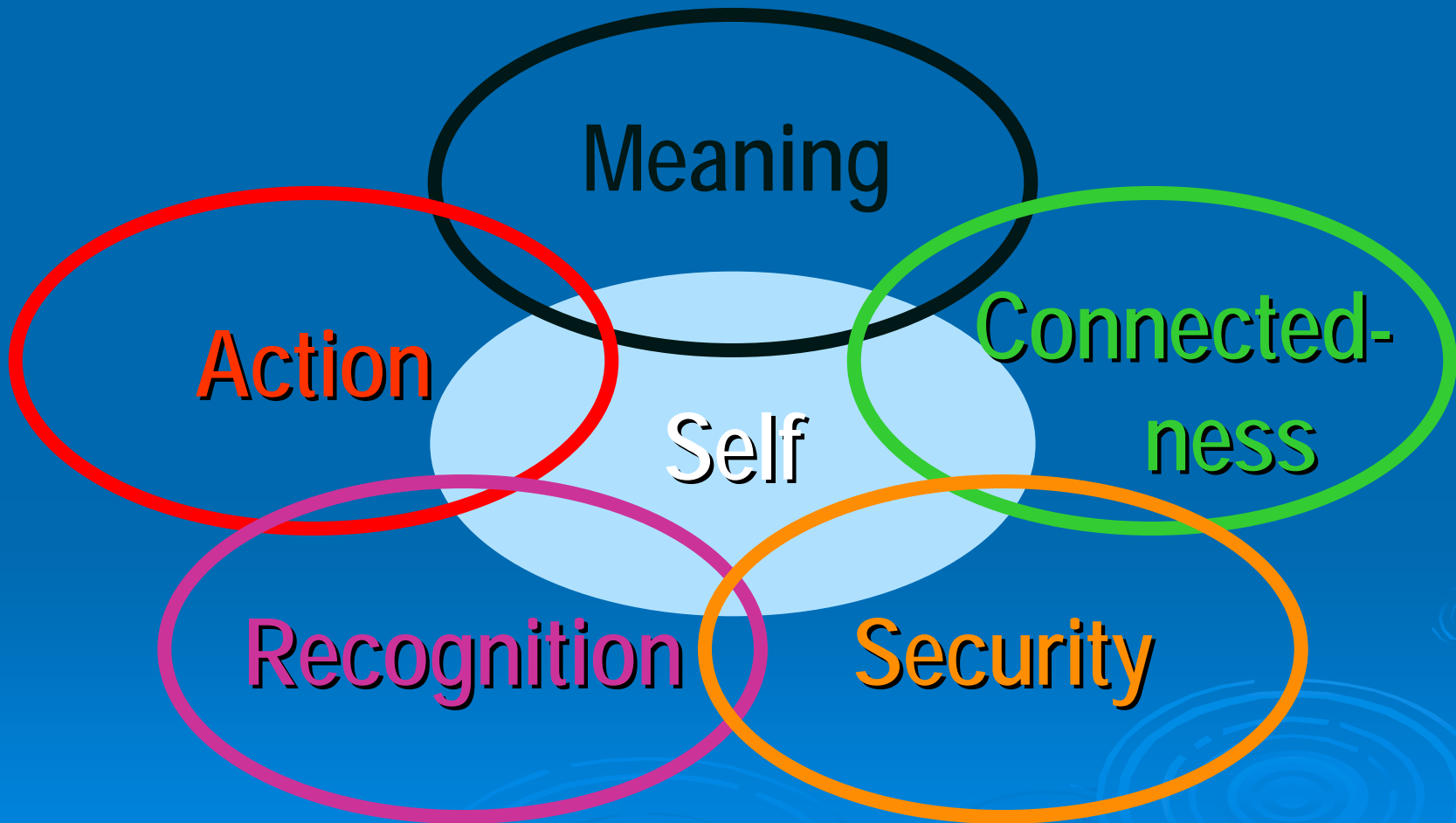
Reconciliation

Identity





Identity Needs Implicated In Deep-Rooted Conflict

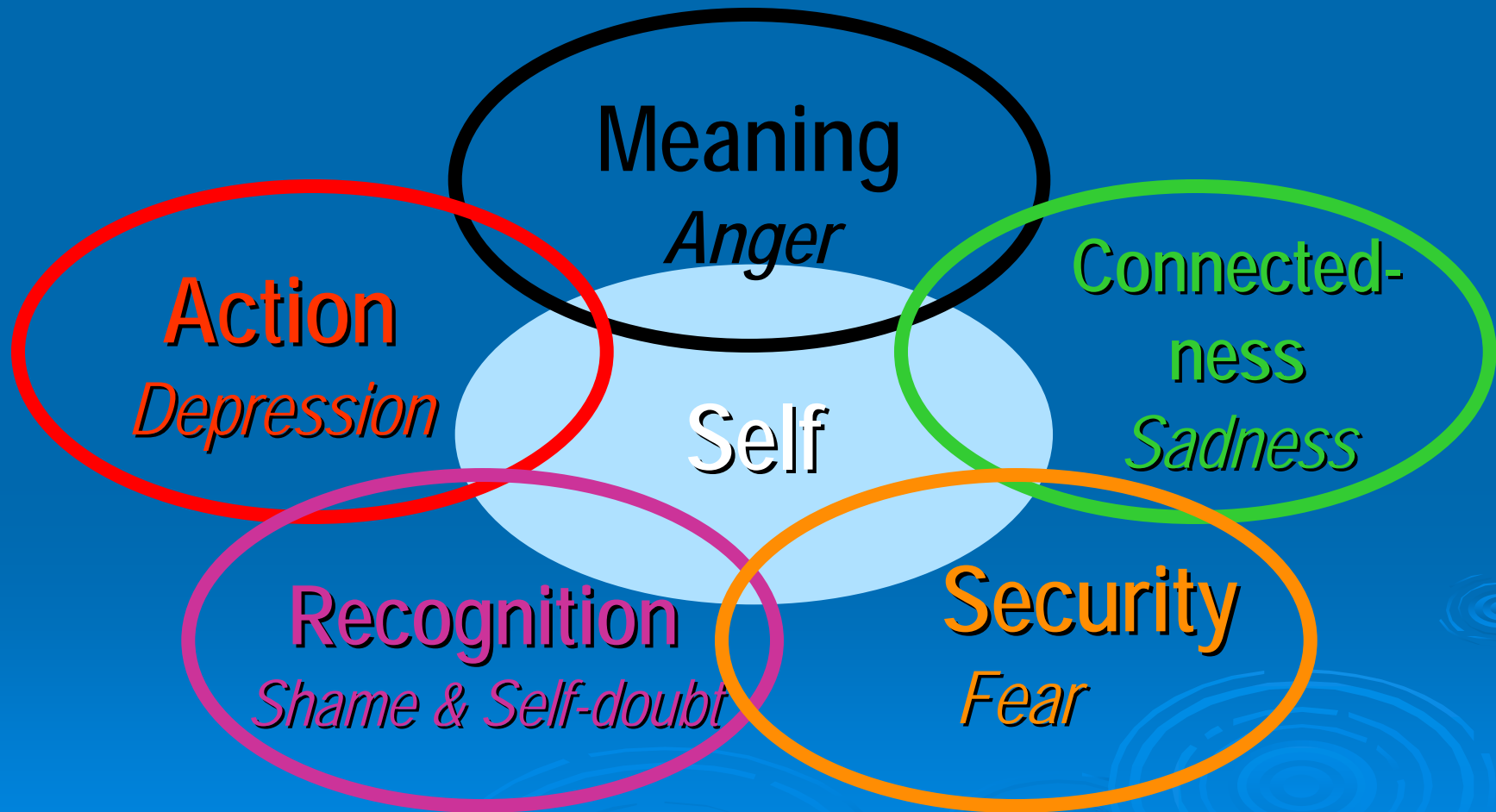


Identity needs are Universal
how they are satisfied is based on our
Beliefs, Values and Culture.



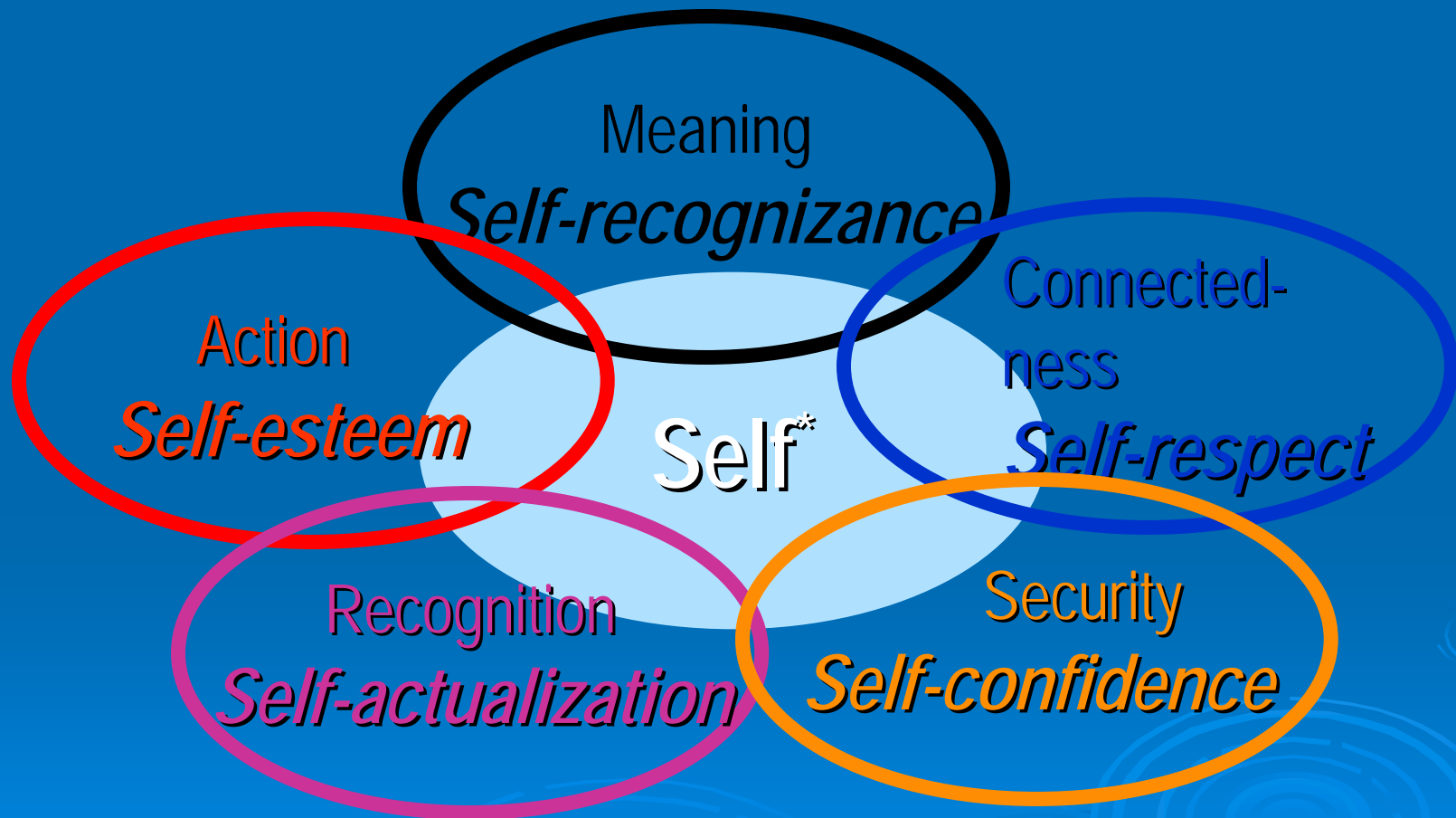


Human Identity Needs and Emotions





Wellness and Identity Satisfaction



* Self-conscious (aware of wellness);
self-efficacy (a capacity to move forward)