



Do You Really Know Who You  
Are Talking To?



# Objectives

- Understand one's own culture as it relates to one's abilities and personal style
- Apply knowledge of cultural diversity to individual development and behavior
- Expand understanding of the interactions among and between individuals and social systems
- Create a P-DAP



# Diversity BINGO



# Ground Rules

One of the most sincere forms of

*Respect*

is to

*Actively Listen*

to what another person has to say!



# What is Cultural Diversity?

## *Culture*

- Norms
- Traditions
- Beliefs
- Values

## *Diversity*

- Differences
- Variety



# IT'S NOT JUST ABOUT RACE



# Definitions

- Inclusion
- Stereotype
- Prejudice
- Discrimination
- Disparate treatment vs impact
- Microaggressions
- Compassion
- Empathy
- Sensitivity



# Cultural Competency

Applying the understanding and sensitivity to other cultures by YOUR actions in working together toward a goal





# Competency vs Awareness

## *Competency*

- The ability to effectively operate within different cultural contexts
- Adaptation to meet culturally unique needs
- Continuous expansion of cultural knowledge and resources

## *Awareness*

- Sensitivity and understanding toward members of other groups

# Developing Cultural Competency

- Have a **defined set** of values and principles, and demonstrate behaviors, attitudes, policies, and structures that enable them to work effectively cross-culturally
- At a systems level, cultural competence requires a **comprehensive and coordinated** plan that includes interventions on levels of policy making, program administration and evaluation, and the delivery of services



# How Do You Value Diversity?



# How To Value Diversity

- **Create an environment** in which people feel safe to express culturally based values, perceptions, and experiences
- **Host social events** at which music, food, & entertainment reflect cultures represented
- **Hire** staff and leaders who reflect the community's cultural diversity
- **Partner** with cultural organizations and institutions



# Benefits to Diversity

- Bottom line
- Getting the best person for the job
- Valuing your diverse customers
- Innovation means profit



# How Do You Manage Diversity?

- An organization must be clear about its motivation in managing diversity
- Being in compliance with equal opportunity laws is **NOT** enough



# How Do You Manage Diversity?

- The organization must recognize the business necessity involved in having a diverse work force
- One way to articulate this is via the organization's mission statement and strategic plan



# Is There Need to Improve?

- Develop a P-DAP
- Personal Diversity Awareness Plan
- What 2 things can you do **per week** to improve?
- What 2 things can you do **per month**?
- What 2 things can you do **per year**?





# At the end of the day – RESPECT YOURSELF

- Move from **TOLERANCE**
- to
- **UNCONDITIONAL ACCEPTANCE**
- to
- **APPRECIATION!**



# The Cold Within

