Cultural Competence: Workshop

May 6, 2015

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Introductions

- Name
- Position
- Hometown
Course Objectives

- Define cultural competency
- Describe cultural context
- Learn about different communication styles
- Apply strategies for awareness of self & others
- Explore cultural lenses
- Identify ways in which your cultural beliefs and values impact your services
Ice Breaker Activity

- Find a person you do not know
- Introduce yourself and get ready to answer the following questions
- Ready, set, go…
1. Where did you live while you were growing up and how did that influence who you are now?

2. As a child, what adult had a major influence in your life?

3. What do you remember most about your favorite holiday or tradition as you were growing up?

4. What did your family teach you about the behavioral health system?

5. Describe the factors that influenced the educational decisions in your life.
The beauty of the world lies in the diversity of its people.
The Ouch Agreement
part I: define cultural competency
Culture is...

- the way you think, act, and interact
- the learned and shared knowledge that specific groups use to generate their behavior and interpret their experience of the world
- applied to racial, ethnic, religious, political, professional, and other social groups
- a paradox, while many aspects remain the same, it is also dynamic, constantly changing
“I am not a racist. I am against every form of racism and segregation – every form of discrimination. I believe in human beings, and that all human beings should be respected as such, regardless of their color.”

MALCOLM X
Culture integrates a pattern of human knowledge, belief, and behavior

Culture passes between generations

Culture remains a learned phenomenon

Culture shapes individuals’ world view

Culture evolves over time
What is Cultural Competence?

A set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enables that system, agency, or those professionals to work effectively in cross-cultural situations.
“Preservation of one’s own culture does not require contempt or disrespect for other cultures.”

CESAR CHAVEZ
Share your stories...
part II: describe cultural context and communication styles
“I have decided to stick with **love**. Hate is too great a burden to bear.”

DR. MARTIN LUTHER KING JR.
Cultural Communication

- Conflicting Goals and Priorities
- Perceived Personality Incompatibilities/Conflicts
- Different Communication Styles
- Different Values & Beliefs
Communication Matters

Facial/Body Language: 55%
Tone of Voice: 38%
Words: 7%

Why is body language important in our business?
7 billion people on the planet... by 2050 the global population will we be 9 billion
Communication is the process of:

- Sharing knowledge
- Attitudes
- Skills

Types of communication:

- Verbal
- Nonverbal
- Written
...AND THAT IS WHY WE LIFT ON THREE...

COMMUNICATION
THINK BEFORE YOU SPEAK

RESPECT
Cultural Context

Culture is all aspects of life, the totality of meanings, ideas and beliefs shared by individuals within a group of people. Culture is learned, it includes language, values norms, and customs.
Personal Boundaries and Space

- Nature of the relationship
- Distance between us and the person in front of us at the ATM
- We subdivide the area in an elevator/lift
- Varies between cultures
“No culture can live if it attempts to be exclusive.”

MAHATMA GANDHI
Gossip versus Case Consultations

- Lead by example
- Hold meetings and keep communication open
- Squash toxic communication
- Communicate without subjectivity
“Despite everything, I believe that people are really good at heart.”

ANNE FRANK
The more one knows about his or her own personal communication style, the better equipped he or she will be in dealing with those who have similar styles.

Most importantly, it will also be helpful to understand how other people with different styles operate and develop skills to work with those differences.
“Education is the most powerful weapon which you can use to change the world.”

NELSON MANDELA
part III: cultural awareness of self and others
Cultural Awareness

In becoming Culturally Aware, we realize that:

- We are not all the same
- There are multiple ways to reach the same goal
- The best way depends on the cultural contingency
Self Reflection Activity
Self Awareness is especially important in our relationships with others. When we know ourselves, our values, our strengths, and weaknesses we can better handle conflict, and act with integrity, because we know that we are respecting ourselves as well as each other.
Awareness of Self and Others

- Awareness of Self and Others
- Cultures
- World Views
- Lens
- Experiences
- Perceptions
Degrees of Cultural Awareness

The 4 Ways People Perceive Culture

1. **My Way is the Only Way**
   Ignores impact of cultural differences

2. **I Know Their Way, But My Way is Better**
   Considers cultural differences as sources of problems

3. **My Way and Their Way**
   Awareness that cultural differences may lead to both problems and benefits

4. **Our Way**
   People from different backgrounds create a culture of shared meanings
Five-Steps to Self Awareness, Knowledge, and Skills

1. Self Awareness
2. Others Awareness
3. Cultural Knowledge
4. Cultural Skills
5. Open Attitude

Awareness is key!
“Cultural awareness, competence or intelligence can only ever be achieved once an individual understands their own self and the cultural layers that influence them.”

KWINTESSENTIAL UK
part IV: cultural lenses
Perception Matters

Cultural Lens

What CULTURAL LENSES Do You Wear?
It takes **7 seconds** to make a judgment about a person when first meeting them.
Perceptions: Your Cultural Lens

Bias
Prejudice
Discrimination
Oppression
Racism
Stereotyping
Stigma
“Love is never defeated, and I could add, the history of Ireland proves it.”

POPE JOHN PAUL II
Mental Health Stigma

- An attempt to label a particular group of people as less worthy of respect than others
- A mark of shame, disgrace or disapproval that results in discrimination
- Not just a matter of using the wrong word or action-its about disrespect
What does Stigma have to do with Mental Illness?

Stigma leads to...

- Inadequate insurance coverage for mental health services
- Fear, mistrust, and violence against people living with mental illness and their families
- Family and friends turning their backs on people with mental illness
- Prejudice and discrimination
Aspects of culture can make us uncomfortable but compel us to move forward...
part V: beliefs and values impact our practice
For decades, studies have shown that **African Americans are more likely to be misdiagnosed with schizophrenia** than any other ethnic group. Reasons for this remain unclear.

A protein that metabolizes several **antidepressant medications is less active in East Asians**. This increases the risk of higher blood levels of medication and more side effects within members of this population, indicating that everyone doesn’t respond to and metabolize medication in the same way and at the same rate.

Research on Native Americans and Alaskan Natives is limited, but existing studies suggest that members of these populations experience a disproportionate percentage of mental health problems and disorders. For example, the **suicide rate among Native Americans and Alaskan Natives is 50 percent higher** than the national rate.
Cultural Barriers to Minority Populations

- Mistrust and fear of treatment
- Alternative ideas about what constitutes illness and health
- Language barriers and ineffective communication
- Access barriers, such as inadequate insurance coverage
- A lack of diversity in the mental health workforce
Standards: are inclusive and address the needs of underserved/underrepresented populations with a goal of eliminating health disparities.
part VI: next steps
motivational interviewing

awareness/introductory trainings

These are half to full day introductory motivational interviewing trainings for a general audience.

Learning objectives for awareness trainings might include:

- Identifying where in their client/patient consults a guiding style, rather than a directing style, might be useful
- Contrasting directing helping style responses with motivational interviewing helping style responses to client statements
- Describing how the dimensions of the motivational interviewing spirit, collaboration, respecting autonomy, and curiosity, look in their client/patient consults
- Recognizing examples of resistance talk and change talk in client statements. Practicing responding to client statements with reflections and open-ended questions, with the intent of soliciting change talk
Questions & Comments
Resources

Arizona State University

[cabhp.asu.edu/professional-development](cabhp.asu.edu/professional-development) (Center for Applied Behavioral Health Policy)

Kwintessential

[kwintessential.co.uk](kwintessential.co.uk)

National Alliance of Mentally Ill

[NAMI.org](NAMI.org)

Arizona Department of Health Services

[AZDHS.gov](AZDHS.gov)
Thank you!

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