

# WORKING WITH DIVERSE POPULATIONS

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**WHEN YOU CHANGE THE WAY YOU  
LOOK AT THINGS, THE THINGS YOU  
LOOK AT CHANGE.**



Dr. Wayne W. Dyer

# Learning Objectives

By the end of this session, participants will be able to:

- ▣ Define culture, concepts of culture, and cultural proficiency
- ▣ Explain how culture impacts program development and implementation
- ▣ Apply cultural proficiency skills into their PAF project



# Cultural Competence

The state of being capable of functioning effectively in the context of cultural differences



Terry Cross  
National Indian Child Welfare Association

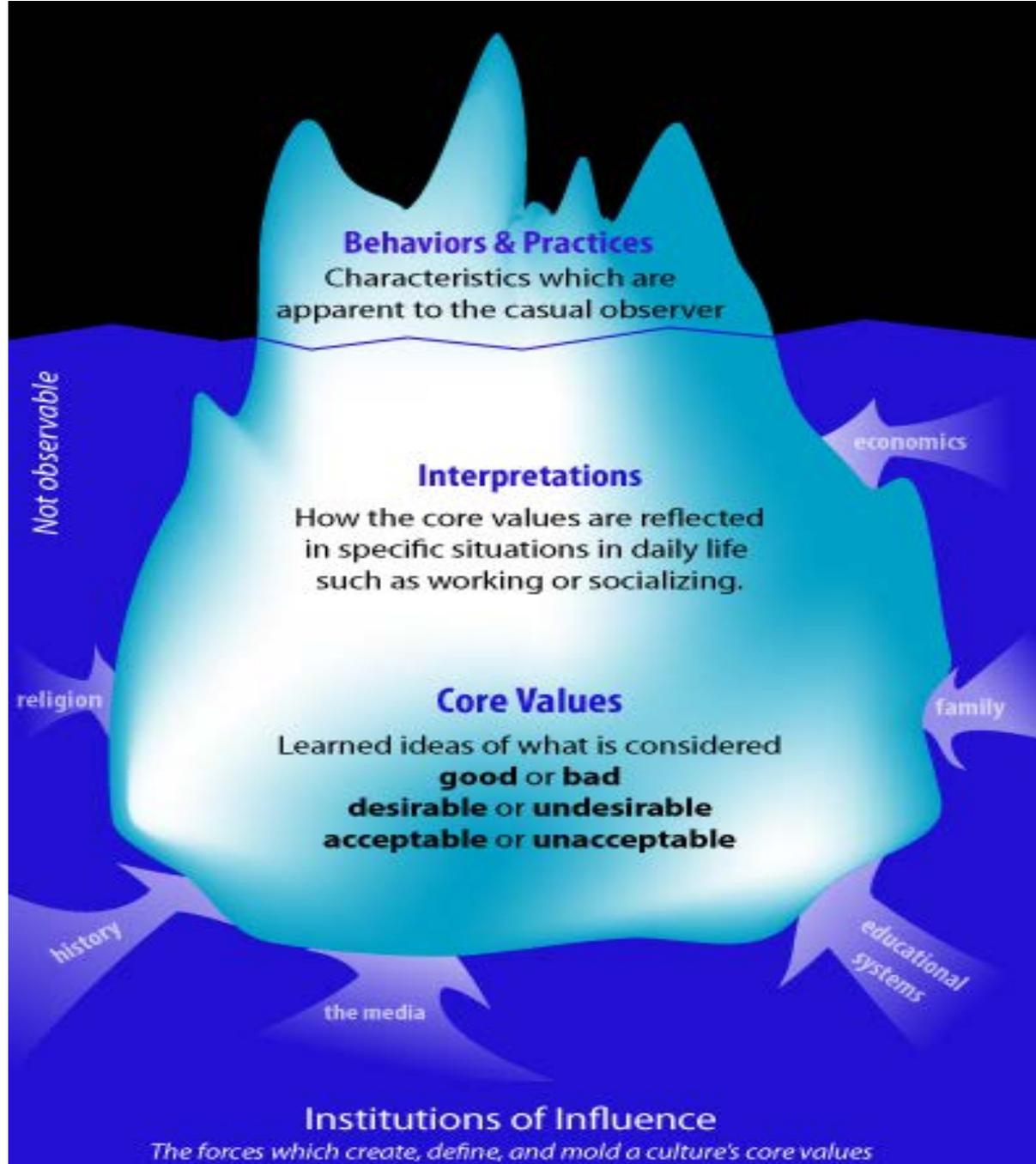


# CULTURE

## One's World View

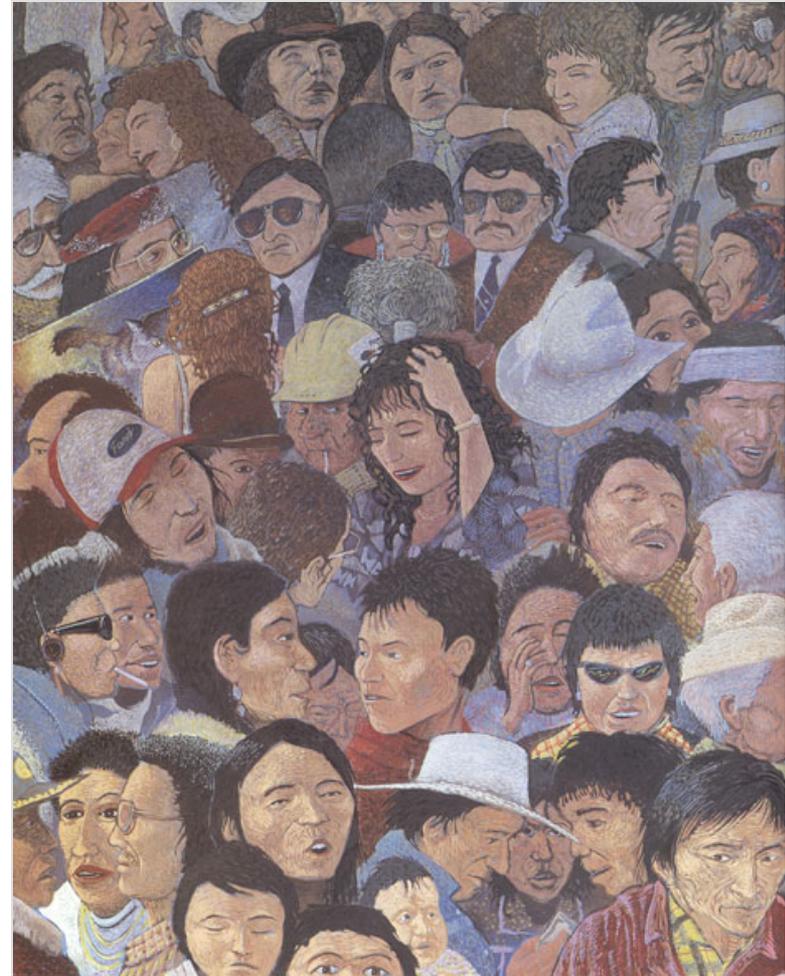
... values, beliefs, customs, and behaviors influenced by....





# Dimensions of Human Behavior

- ▣ **Universal**—ways in which all people in all groups are the same.
- ▣ **Cultural**—what a particular group of people have in common with each other and how they are different from every other group.
- ▣ **Personal**—ways in which each of us is different from everyone else, including those in our group.



# Two Important Points

- ▣ Universal behavior—not everything about people from a different culture is going to be different
- ▣ Personal behaviors—Not everything you learn about a culture is going to apply to all from that culture



# Individual Culture

- ▣ List the 3 factors or influences that have made who you are today.
- ▣ List 3 things you were taught early on about how to relate to people who were different.
- ▣ List 3 main personal values that guide your current behavior.



# Components of Culture

- ▣ Concept of Self
- ▣ Personal vs. Social Obligations
- ▣ Styles of Communication
- ▣ Concept of Time
- ▣ Locus of Control



# Concept of Self



Individualist



Collectivist



# Personal vs. Social Responsibility



Universalism



Particularism



# Styles of Communication



Direct

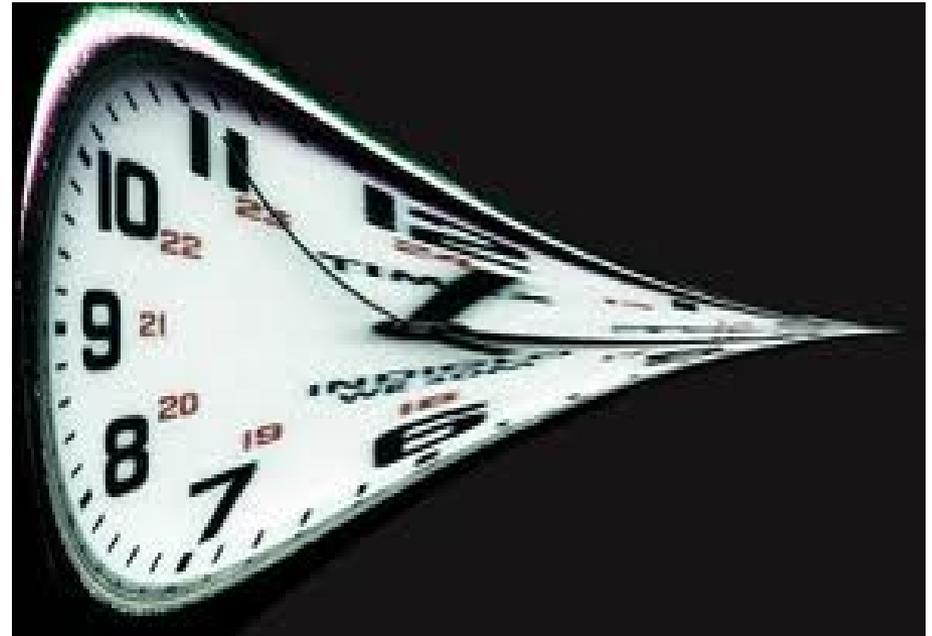


Indirect

# Concept of Time



People Adjust to Time



Time Adjusts to People



# Locus of Control



Life Is What I Do



Life Is What Happens to Me



# Components of Culture

- ▣ Concept of Self
- ▣ Personal vs. Social Obligations
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- ▣ Locus of Control



# Silent Beats - Video



# Privilege Inventory



# What cultural lenses do you wear?



## What is the key for effective cross cultural interactions?



# Effective Cross Cultural Interactions...

- ▣ **Courage**
  - Be present
  - Take risks
  - Lower your defenses
- ▣ **Curiosity**
  - Have a flexible mind & an open heart
  - Willing to accept alternative perspectives
  - Have a desire to learn

# Effective Cross Cultural Interactions...

## ▣ Creativity

- Understand the world from others' point of view
- Tolerate ambiguity well
- Use a variety of communication styles

## ▣ Compassion

- Able to walk in somebody else's shoes
- Able to be kind in difficult situations
- Able to be kind to self

# Reaching New Heights: Organizational Cultural Proficiency

“An organization’s ability to work effectively and respectfully with people from diverse cultural, linguistic, and social backgrounds.”



# Benefit of a *Systems Approach*

- ▣ Moves beyond cultural proficiency training for board, staff, and volunteers
- ▣ Focuses on organizational components that impact cultural proficiency
- ▣ Promotes ongoing assessment and plan of recommendations for action

# Components of Systems Assessment



# References

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# Thank you!

## Working With Diverse Populations

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