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
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
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....
Behaviors & Practices
Characteristics which are apparent to the casual observer

Interpretations
How the core values are reflected in specific situations in daily life such as working or socializing.

Core Values
Learned ideas of what is considered good or bad desirable or undesirable acceptable or unacceptable

Institutions of Influence
The forces which create, define, and mold a culture's core values

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**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
- Styles of Communication
- Concept of Time
- Locus of Control
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
An organization’s ability to work effectively and respectively 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

- Executive Managers
- Board
- Mission + Vision = Strategic Plan
- Marketing & Community Collaboration
- Community Mapping & Assessment
- 3P's: Policy Procedures Protocol
- Staff
- Services
References

Thank you!

Working With Diverse Populations

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