Do You Know What Your Staff Doesn't Know? Cultural Competency

Cultural Competency & Risk Management

Robin Chiles & Jenni Conrad

Partner Talk

-What would you say if you heard your staff talking like this?

-How would you react?



GHETTO HIKES

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I'M 28. I HAVE A FULL TIME JOB LEADING URBAN KIDS (OF ALL RACES)
ON NATURE HIKES, I SIMPLY WRITE DOWN SHIT THEY SAY.

GHETTOHIKES@GMAIL.COM

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22ND FEB 2012 | 485 NOTES -

E.J. BACK THERE HAVIN A STARIN CONTEST WITH DA SUN, SLOWIN DOWN THE WHOLE PACK HOMEBOY SHOULDA GONE TO SPACE CAMP.

1ST FEB 2012 | 644 NOTES

MR. CODY, I AINT NO SNITCH
OR NUFFIN BUT DENNY
BACK THERE SHOVIN
COLORED ROCKS IN HIS
POCKETS HOMIE I OOTIN



- How do your staff speak informally about their students?



One example of how to respond

III Doc's "How to Tell People They Sound Racist"

What is cultural competency?

A person who actively seeks 4 components of ability in order to effectively understand, communicate and interact with people across cultures.

- -Awareness & Reflection
- -Knowledge
- -Skills
- -Action & Advocacy

"Cultural competence is active and developmental. It is an ongoing process and an aspiration rather than an achievement." –Sue & Sue

Building a Common Language

cultural blindness: denying that any difference exists between one's own culture and the culture of another.

privilege: Advantages, rewards, or often invisible benefits given to those in the dominant group (whites, males, Christians, the formally educated, heterosexuals, etc.) without them asking for them. Privileges are bestowed unintentionally, unconsciously and automatically.

allyship: when members of the "dominant" or "majority" group question or reject the dominant ideology and work against oppression through support of, and as advocates with or for, the oppressed/target group.



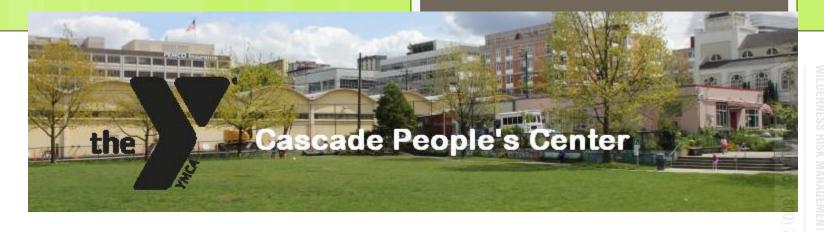
- 10 minute small group discussion
- 5 minute large group discussion

Small Group Discussion

Create a group of 3-4 people near you. Make sure everyone gets a chance to share.

- •Share your organizational strengths in this work (growth you are proud of).
- Share areas you'd like to see growth.
- •What are your big questions?
- •Where is there expertise that is under-utilized within the organization?

Decide who in your group could report out. What's an ah-ha you can share?



Staff Training Study:

- 1 day "Diversity Training"
- June 2012 in Seattle at Metrocenter YMCA
- 43 field staff, with 2 PDs & 1 former staff facilitating
- Goals: focus on building self-awareness and sharing, developing tools and the empathy, language, appropriate tools to build emotionally safe spaces where people can thrive.

Demographics Breakdown

	Women Attending	People of Color Attending	Total Attendees	% Women & POC in Training Leadership Roles
All Staff Training	16 (37%)	17 12 are Fellows, new to OEE work (39.5%, or 11% if not counting Fellows)	43	2 women No POC rep.
Rock Skills Training	7 (46%)	7 (46%)	15	1 woman No POC rep.

Student Population on G/BOLD Single-Gender Courses: 40-75% Students of Color

This document may not well-be 2014

Lessons Learned

Strengths: acknowledge everyone coming with different strengths & from different places, welcoming atmosphere, personal sharing. Facilitators able to listen to audience-generated interest (climbing as male-dominated field) and sought out external support when they didn't reflect diversity of staff/students.

Areas of Growth: focus and goals seemed like this work was optional. Lack of common language

Tellows at big disadvantage as the under-supported and under-experienced new hires/volunteers.

Outline & Activities

- Welcome, facilitator intro
 - Who Am I? Activity
- Gender & Gender Roles Discussion
- Fellows-Led Small Group Discussions on Gender & Race
 - Large Group Debrief

Discuss lessons to apply with your program.

-What connections between cultural competency and risk management may resonate most for your organization/staff? Strive to find 3 or more.

-What can you share and discuss as part of your next staff/volunteer training?

Thank you for coming and for continuing this journey in your work!

- We value your feedback and appreciate your comments on the evaluation.
- If you like, join the listserv for resources, support and networking with other colleagues working to integrate cultural competency in their work. Support is crucial!
- Check out the WRMC website later for all handouts and documents from this presentation.