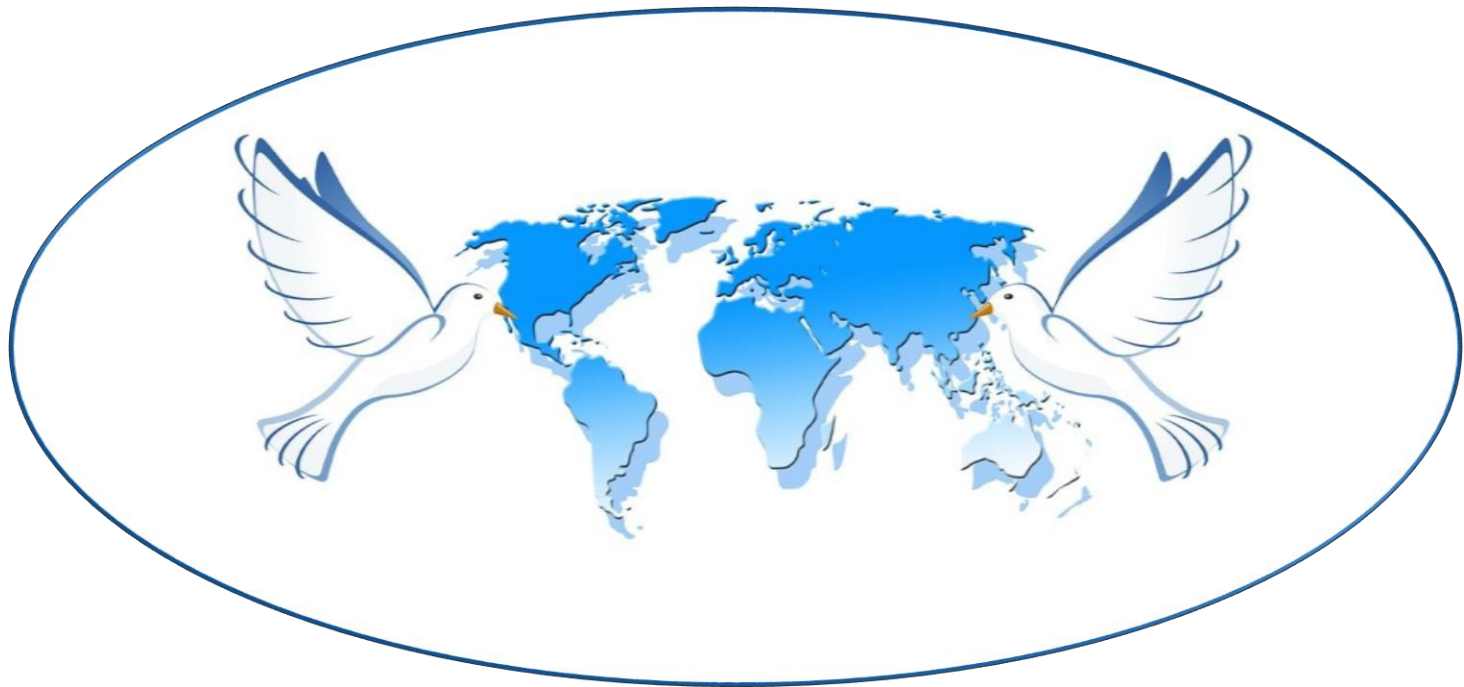


# Introduction to Cultural Competence, Awareness and Humility



▶ Clara Johnson

# Today's Agenda

## Introduction to Cultural Competence, Awareness and Humility

- Cultural Iceberg
- Cultural Competence
- Cultural Awareness
  - Four stages of cultural awareness
- Cultural Humility
  - Three facets of Cultural Humility
- Self-evaluation to help build cultural awareness and humility
- Recap
- Questions/Comments



(Lynch, N. (2017). The Cultural Iceberg Explained. <https://www.lynlif.com/blog/the-cultural-iceberg-explained/>)

# What is Cultural Competence?

<https://m.youtube.com/watch?v=c-h1ZuRXBpg>

# What is Cultural Competence?

“Cultural Competence” refers to the “process by which individuals and systems *respond respectfully and effectively* to people of all cultures, languages, classes, races, ethnic backgrounds, religions, and other diversity factors in a manner that *recognizes, affirms, and values* the worth of individuals, families and communities and *protects and preserves the dignity of each.*”



(NASW Standards for Cultural Competence in Social Work Practice, 2001)

# Cultural Competence cont.'

- It's a product of the 1960s and 1970s, grounded in the sociopolitical climate of the civil rights movements.
- The term became widespread in healthcare, with an assumption that the more knowledge we have about another culture, the greater the competence in practice.

# Cultural Competence cont.'

- It suggests that there is categorical knowledge a person could attain about a group of people, which leads to stereotyping and bias,
- and it denotes that there is an endpoint to becoming fully culturally competent.

# What is Cultural Awareness?

- ▶ The National Center for Cultural Competence defines “cultural awareness” as “being cognizant, observant, and conscious of similarities and differences among and between cultural groups”.





# Four Stages of Cultural Awareness

## **Parochial Stage**

- A person doesn't understand the basic concept of cultural diversity; they believe that their own culture is the only culture and that no cultures exist outside of their own.

## **Ethnocentric Stage**

- A person realizes there are other cultures, but that their culture is superior to all others.

# Four Stages of Cultural Awareness cont.'

## **Synergistic stage**

A person recognizes cultural differences and believes these differences can be beneficial and can contribute equally when problem-solving.

## **Participatory Third Culture stage**

A person in this stage understands that people from different cultures are able to come together to share and create new cultural elements.

# *Being Culturally Aware Includes:*

- Having a firm grasp of what culture is and what it is not
- Having insight into *intracultural* variation
- Understanding how people acquire their cultures and culture's important role in personal identities, life ways, and mental and physical health of individuals and communities;
- Being conscious of one's own culturally shaped values, beliefs, perceptions, and biases
- Observing one's reactions to people whose cultures differ from one's own and reflecting upon these responses
- Seeking and participating in meaningful interactions with people of differing cultural background.

# What is Cultural Humility?

- ▶ The National Institutes of Health (NIH) defines “Cultural Humility” as “a lifelong process of self-reflection and self-critique whereby the individual not only learns about another’s culture, but one starts with an examination of their own beliefs and cultural identities.”



True humility is not thinking less of yourself; it is thinking of yourself less.

C.S. Lewis

# Cultural Humility cont.'

- ▶ The term was first coined in 1998 by healthcare professionals Melanie Tervalon and Jann Murray-García, who originally described cultural humility as “a tool to educate physicians to work with culturally, ethnically, and racially diverse populations in the United States”.



# Cultural Humility cont.'

- In order to practice true cultural humility, a person must also be aware of and sensitive to **historic realities** like legacies of violence and oppression against certain groups of people.
  - For example, the Public Health Service's Syphilis Experiment at Tuskegee serves as a tragic reminder of how African Americans have been historically deprived of adequate healthcare and have experienced abuse and disrespect in the name of clinical research.

# Three Facets of Cultural Humility

## Self-Critique Is a Lifelong Process

- Cultural humility suggests remaining humble and aware of one's deficient knowledge of other cultures.
- Mostly, it's important to be okay with not knowing everything.
- Cultural humility pushes us to challenge our assumptions, judgments, and prejudices; it encourages experts to become students when interacting with individuals of other cultures.



# Facets of Cultural Humility cont.'

## ▶ **Power Imbalances Should be Fixed**

- Cultural humility encourages people in places of power to acknowledge their privilege and how it can provide better opportunities.
- Service providers can begin by looking at their clients as experts on their own life experience, history, and interests.
- The goal is to collaborate and devise the best solutions for the client's situation.





# Facets of Cultural Humility cont.'

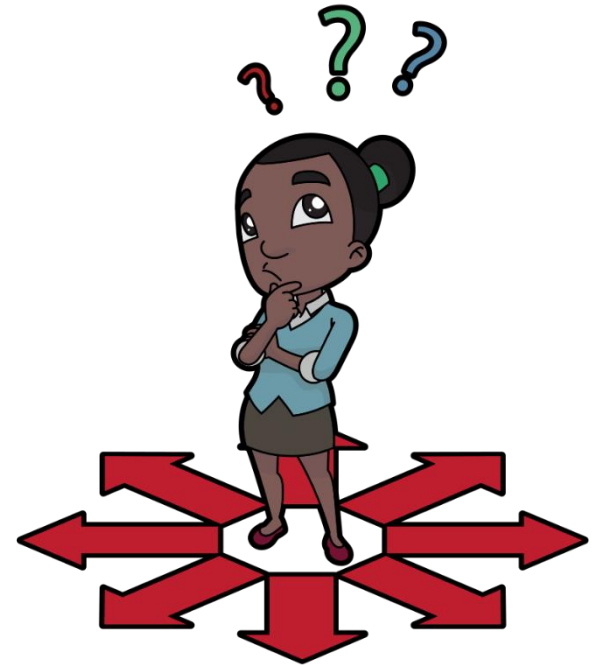
## Affiliation with Advocacy Groups Is Important

- Cultural humility encourages professionals to reach out to advocacy groups on a systematic level.
- Sharing the knowledge and value of cultural humility on a larger scale is vital in ensuring that other individuals participate.



# Why are these skills important?

- Possessing Cultural Awareness and Cultural Humility enhances relationships with the community that you serve/staff members/coworkers
- It helps you to acknowledge and address your own prejudices and biases.
- These skills lay the foundation for you to begin to effectively utilize other service oriented/diversity trainings that you attend.



# Recap

- Cultural Competence
- Cultural Awareness
  - Four stages of cultural awareness
- Cultural Humility
  - Three facets of Cultural Humility



# Self - Assessment

- ▶ **Cultural Humility Self Assessment**
- ▶ [9.3\\_cultural\\_diversity\\_awareness\\_questionnaire.pdf](#)  
[\(sagepub.com\)](#)



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# Additional Trainings

## Further trainings that I offer on equity, diversity and inclusion (EDI)

- Oppression and its' impact on the African American community
- Assertive Engagement/Motivational Interviewing skills
- Unconscious Bias
- Microaggression
- Evaluation of diversity plans
- Focus groups
- Coaching

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# References

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(Lynch, N. (2017). The Cultural Iceberg Explained. <https://www.lynchlf.com/blog/the-cultural-iceberg-explained/>)

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*(Shamaila Khan, Ph.D 2021)*

*(National Center for Cultural Competence)*

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*(Morris, Brotheridge, & Urbanski, 2005; Ortega & Faller, 2011).*

[9.3 cultural diversity awareness questionnaire.pdf \(sagepub.com\)](#)

