



# **Cultural Competence and Cultural Humility**

***And the role of Implicit Bias***

# Objectives

- Distinguish between Cultural Competency and Cultural Humility
- Understand how Implicit Bias affects endeavors to Cultural Competence and Humility
- Self-Reflection/Look at yourself objectively
- Seek ways to encourage and ensure Cultural Humility for yourself and others
- Encourage Cultural Competency and Cultural Humility in your Agency

# Cultural Competency

- Cultural competence is loosely defined as the ability to engage knowledgeably with people across cultures.
- Cultural Competence is a product of the 60's and 70's during the civil rights movement. Born out of the assumption that the more we understand a culture the more effective one can be in serving or servicing one in that culture.
- Being aware of your own cultural beliefs and values and how these may be different from other cultures.
- Recognizing and honoring the differences in other cultures to effectively work with people

# Cultural Humility

- Humility= freedom from pride or arrogance: the quality or state of being humble
- Cultural humility involves understanding the complexity of identities — that even in sameness there is difference — and that one who is assisting another will never be fully competent about the evolving and dynamic nature of another's experiences.

# Cultural Humility

- A provider operating with cultural humility must listen with interest and curiosity. Intent on creating a harmonious relationship. Being careful with the questions or conversations to not offend one's culture.
- Must have an awareness of their own possible biases and attempt a non-judgmental stance about what they hear.
- Must recognize your inherent status of privilege as a provider and be willing to be taught by others.
- Recognize that we can have the same experience but deal with it differently based on situations, backgrounds, traumas and vice versa.

# Cultural Humility...

- Acknowledge that you encounter several different cultures regularly. Situationally, there are different qualities and behavioral expectations.
- Cultural humility requires historical awareness. You should consider for example why would an 88-year-old African American male not be comfortable alone with a 21 year old white female? Or why a 78 year old white female not be comfortable on the urban side of town after dark. Could it be that the African American male remembers the details of Emmett Till, and not want to be in that situation of accusation? Or the white female grew up being told that certain areas were not safe for her to be in or even experienced or knows of someone who experienced some sort of trauma. These may be factors to a certain behavior. Therefore acknowledging and reflecting on these factors, may evoke empathy and ultimately humility.

# The Difference

- Cultural Competency is having knowledge of a group of individuals or an individual's history, values, and beliefs.
- Cultural Humility is accepting and respecting the differences and looking for the similarities.
- Is Cultural Competence attainable?
  - You will never be able to have a complete knowledge of any culture, including your own, due to different factors and ever-evolving experiences. People change their environments, their values, and their attitudes. For example, 22-year-old single and childless non-degreed Sue is different from 40-year-old married with 4 children Sue therefore her values and beliefs have changed. One can endeavor to know and understand a particular culture, but changes may occur within that culture to make it impossible.
- Respecting one's right to have their own values, and beliefs motivates humility.

# Implicit Bias

- Implicit Bias is defined by the National Institute of Health as a form of bias that occurs automatically and unintentionally, that nevertheless affects judgments, decisions, and behaviors.
- Everyone is drawn to certain things, people, places. This is a human factor. For instance, you may prefer Apple phones to Android. You may prefer warm weather to cold. You may prefer blue to orange. So, when making decisions that involve these things you "choose" or lean toward your preferences.
- All stereotypes or preconceived ideas of someone based on their culture of ethnicity, gender, sexual orientation, age, socioeconomic status, height, body weight, or education, just to name a few, play an important part in how we treat a certain culture individually or collectively.



# Observation Game Directions

- The following slides are a game of bias. You will look at each picture and match a career from the list to the picture. We ask that you are honest in your answers, and think about "why" you matched each career with each person. This exercise is to make you aware of your views, values, and opinions. The matches will be revealed at the end. You may want paper and pen to keep track of your guesses and compare to the answers.

# Observation Game

Pilot

Nurse

Judge

CEO

Flight Attendant

Doctor

Librarian

Lawyer

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**Pilot**  
**Nurse**  
**CEO**  
**Teacher**  
**Flight Attendant**  
**Doctor**  
**Librarian**  
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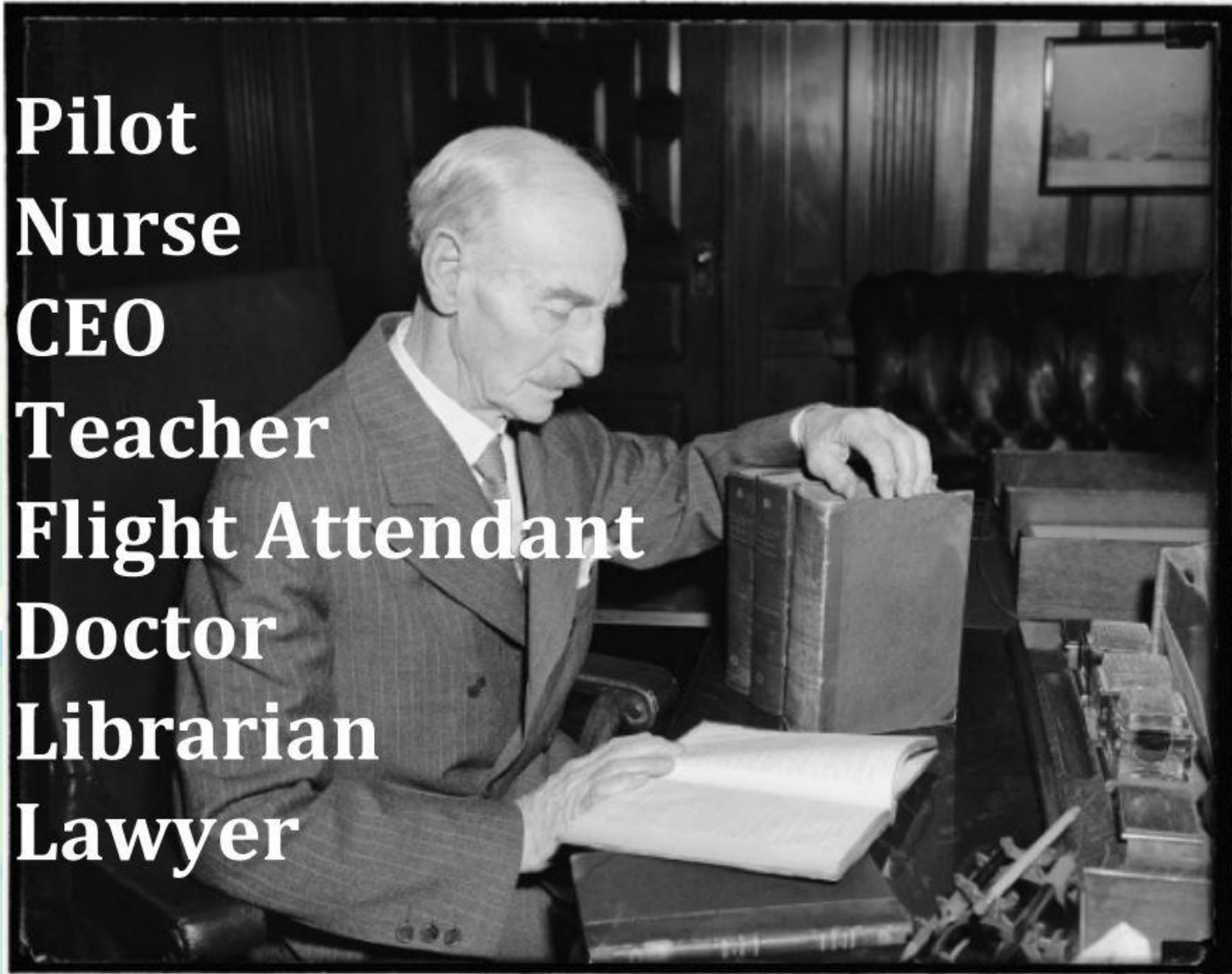


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# Evaluation



# Self Reflection Questions

- Which parts of my identity am I aware of? What are my own values?
- Which parts of my identity are privileged and/or marginalized?
- How does my sense of identity shift based on a setting?
- What are the parts onto which people project? And which parts are received well, by whom?
- What might be my own blind spots and biases?
- The way we perceive others affects how we treat others consciously or unconsciously.

# Why is this Important?

- An understanding in any “healthy” relationship is a must!
- It allows you to understand your role in that relationship
- Understand and appreciating one’s culture
- Better positioned to meet goals, make a difference or assist
- Recognize how to grow from your own biases
- Leads to success of a goal

A photograph showing a male doctor in a white lab coat and tie, looking towards a female patient. The patient is wearing a brown patterned headscarf and a dark top. They are in a clinical or hospital setting with white cabinets and medical equipment in the background. A blue rectangular box with white text is overlaid on the right side of the image.

**THINK  
CULTURAL  
HEALTH  
CASE STUDY**

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# What I can do?

- Self-reflection
- Find the “same” in the differences
- Educate yourself
- Educate others
- Advocate for staff and consumers
- Show appreciation for the differences

# Encourage and Inspire

If you see that someone may be struggling with cultural competency or humility

Encourage and Inspire them to:

- Examine themselves
- Develop a desire to be culturally competent and humble
- Educate themselves



# The Workplace

- Encourage employers to find ways to embrace different cultures
- Linguistic Competence-Ensure your employer has no barriers to effectively communicating and conveying information easily to any culture
- Do your best to ensure that the organization's Mission and goals and policies have the main component of Cultural Competence and Humility and advocate for it
- Be culturally welcoming and friendly
- LEAD BY EXAMPLE



Some Examples in  
Dress/Grooming  
Eating/ Meal Preparation  
Religious Preferences



# GHS Cultural Champions

- Genesee Health System is devoted to ensuring that each culture is acknowledged, embraced and advocated for. One way that we do this is through a diverse group of individuals who gather together to champion for all through various forms of education. If you are interested in joining this group, please reach out to [ccaver@genhs.org](mailto:ccaver@genhs.org)

# Cultural Bullying

- A cultural bully is one who ignores directly or indirectly a person's right to their own beliefs, values, opinions and way of life
- An example of Cultural Bullying:
  - You have a non-verbal consumer in a residential facility who may or may not have expressed in a plan certain cultural considerations. One may be a vegetarian. You made a vegetable with meat in it to flavor it, or clothing made from an animal –having the thought that they won't know once it is in the meal. A clear violation of what you know their beliefs to be... their culture!
- You must respect people and their cultures.

# Almost Done!

- You will now need to take an exam to complete the course. Thank you for all you do!



*Hope and health in the community*

**Thank you!**