

# Cultural Competency 101

**Moving from  
awareness to action. . .**



Introduction to  
Cultural Competency 101:  
Moving from action  
to awareness

by Jesus Diaz



# Welcome

- Court's philosophy
  - Diversity policy
  - Juvenile Court Initiatives
- Benchmarks of behavior at the workplace
- Training is part of court wide plan



# The Code of Conduct:

## Canon 3 C

**Prejudice.** Judicial employees shall perform their duties without bias or prejudice, and shall not manifest by words or conduct bias or prejudice based upon race, sex, religion, national origin, disability, age, sexual orientation or socioeconomic status.



# Faculty

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# Learning Objectives

Participants will be able to complete the following:

- Define basic terms
- Distinguish between cultural competency and cultural insensitivity
- Identify three ways to improve their own cultural competency in the work setting.

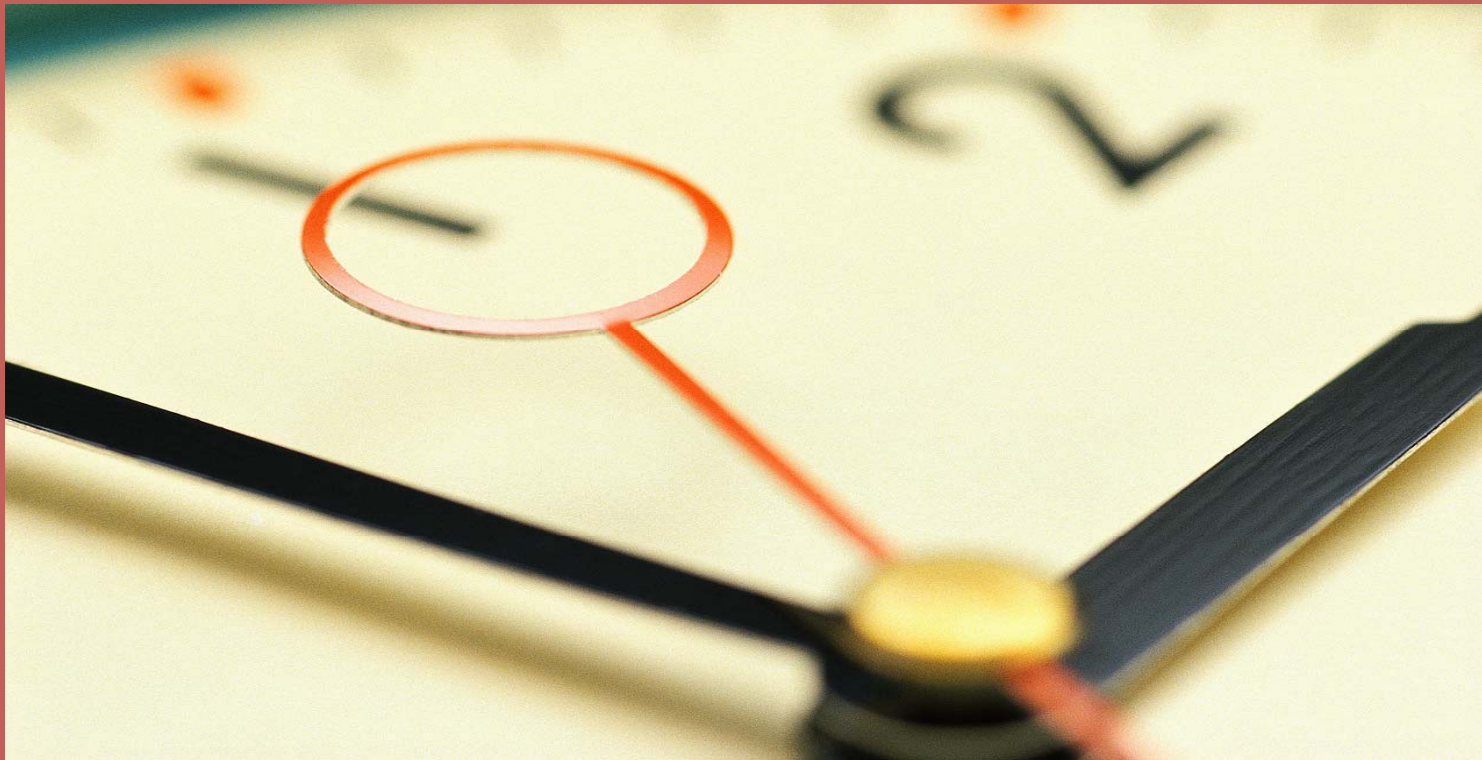


Breaking the ice. . .

Keith Brunson



**BREAK – 5 minutes**



# SURVEY

- Please respond to each of the following ten statements.
- Your answers will be anonymous.
- Discussion after each statement is encouraged, but not required.



**1. I am at ease with people  
of diverse backgrounds.**

1. Very True
2. Somewhat True
3. Not True



**2. There is diverse staff at all levels within my organization.**

1. Very True
2. Somewhat True
3. Not True



**3. In general, I find *change* stimulating, exciting, and/or challenging.**

1. Very True
2. Somewhat True
3. Not True



**4. Racial, ethnic, and gender jokes are tolerated in the informal environment in my workplace.**

1. Very True
2. Somewhat True
3. Not True



## 5. I know about the cultural norms of different groups.

1. Very True
2. Somewhat True
3. Not True



**6. At work, I am afraid to disagree with members of other groups for fear of being called prejudiced.**

1. Very True
2. Somewhat True
3. Not True



## 7. I feel there is more than one right way to do things.

1. Very True
2. Somewhat True
3. Not True



## 8. I think that diverse viewpoints make for creativity.

1. Very True
2. Somewhat True
3. Not True



## 9. I am aware of my own assumptions and stereotypes.

1. Very True
2. Somewhat True
3. Not True



## 10. A diverse staff enriches the workplace.

1. Very True
2. Somewhat True
3. Not True



# Definition of Terms

## **Race**

### Based on various characteristics







#### Visible traits

- Skin color
- Facial features
- Hair texture

#### Self-identification














## ***Ethnicity***

-  Basis of presumed/real common ancestry
-  Recognition of group's distinctiveness
  -  Common culture
  -  Language
  -  Religion
  -  Biological traits









## **Culture**

-  Groups of people with distinct sets of behaviors and beliefs
-  Distinct because of
  -  Age
  -  Race
  -  Ethnicity
  -  Class
  -  Gender
  -  Region
  -  Religion
  -  Profession
  -  Combination of these factors and others. . .





## ***Cultural competency***

-  An ability to interact effectively with people of different cultures
-  Four components to cultural competency:
  -  Awareness of one's cultural worldview
  -  Attitude toward cultural differences
  -  Knowledge of different cultural practices and worldviews
  -  Cross-cultural skills



## ***Diversity***

- ❏ The ideology of including people of different cultural and religious backgrounds
- ❏ Encouraging tolerance for people of different backgrounds
- ❏ Business tactic to better serve a heterogeneous customer base



# Personal activity – Take away

- Provide worksheet
- Explain the assignment:
  - Identify ways to improving your cultural competency in the workplace
- You do not need to share your work with others unless you choose to.



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**Conclusion: Q and A**

