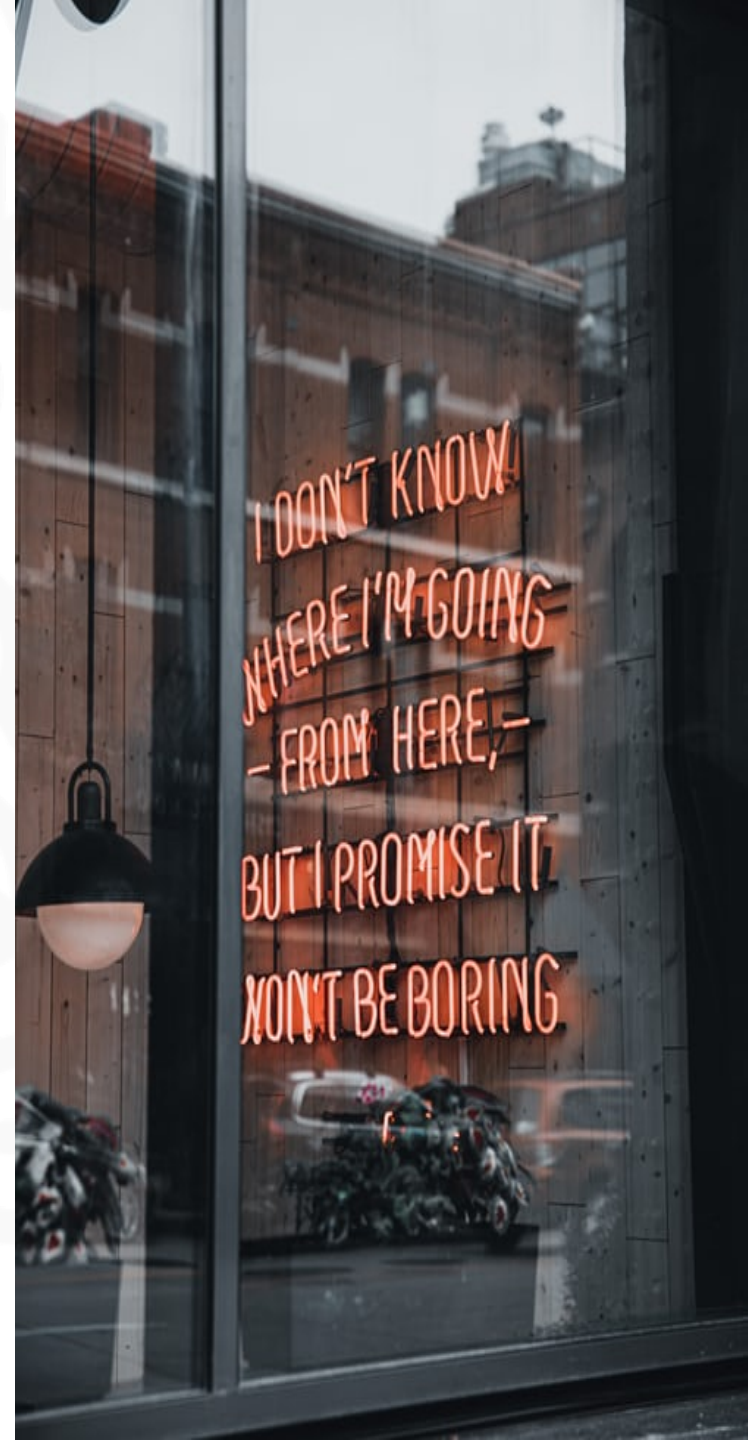


# The Journey to Cultural Competency

September 22, 2021

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A black and white photograph of a person's legs and feet running on a track. The background is heavily blurred to convey a sense of speed and motion. The runner is wearing dark athletic shoes with light-colored soles. The quote is centered over the image.

“

**The journey of a thousand miles begins with  
a single step.**

- Lao Tzu



# Purpose

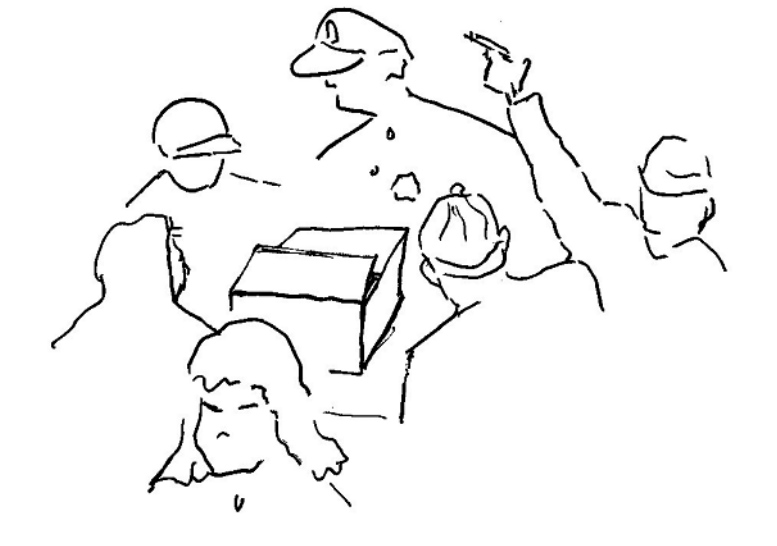
**DEFINE** cultural competence

**UNCOVER** biases that may currently exist within your business practices.

Begin to **EXPLORE** ways your organization can ensure it is accommodating a culturally diverse population of residents, clients, employees and business partners.



# What do you see?





# What is Culture?

The sum total of ways of living built up by a group of human beings and transmitted from one generation to another as the path to survival & success.

These are taught as ways to live, the ways to be.

Barry Oshry



# The Cultural Iceberg

Culture is the set of customs, traditions, and values of a society or community, such as an ethnic group or nation. The Cultural Iceberg represents aspects of culture.

“...patterns of thinking, feeling, and potential acting that are learned throughout the person’s lifetime.”

Geert Hofstede, p. 4





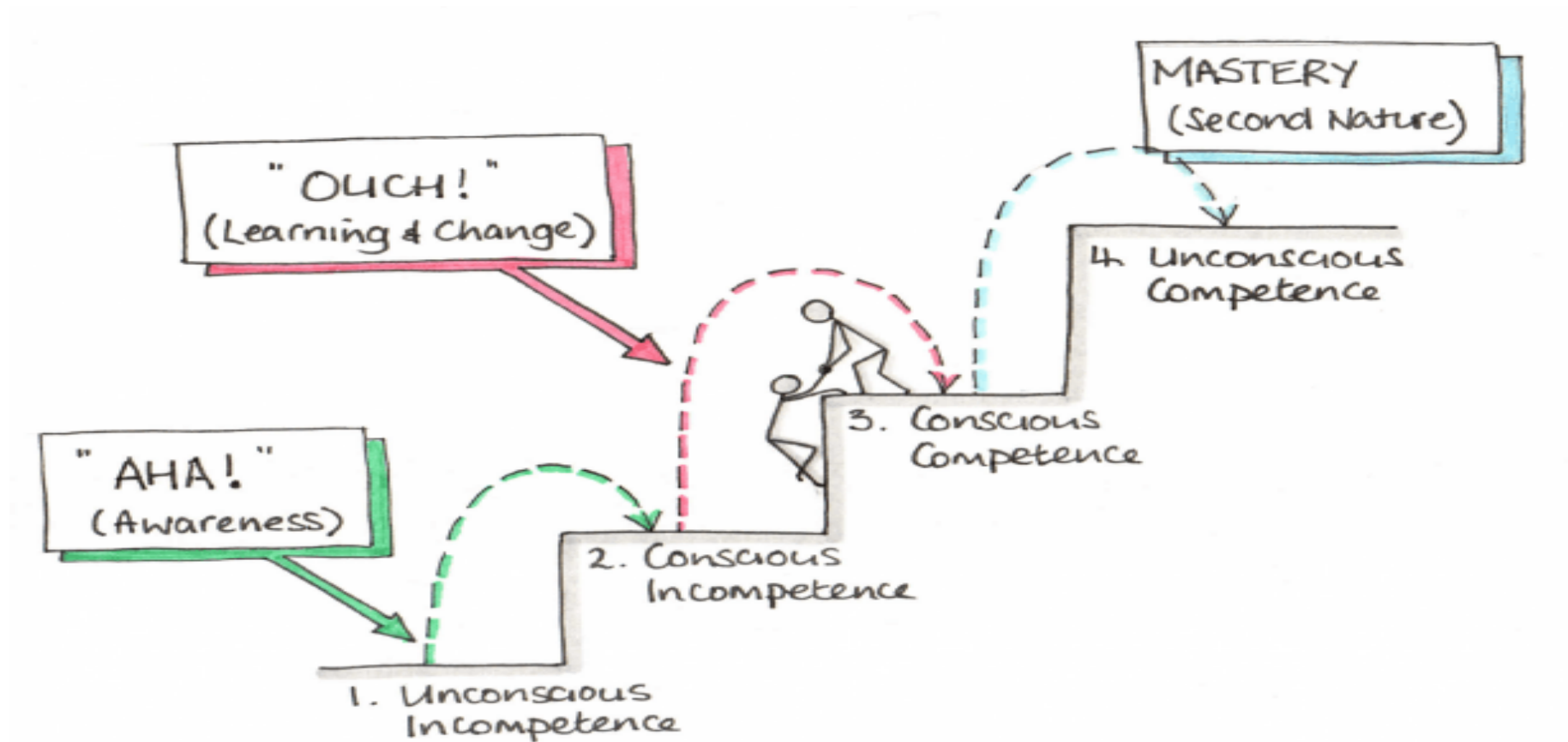
We cannot change what  
we are **not** aware of,  
and once we are **aware**,  
we cannot help but **change**.

- *Sheryl Sandberg*

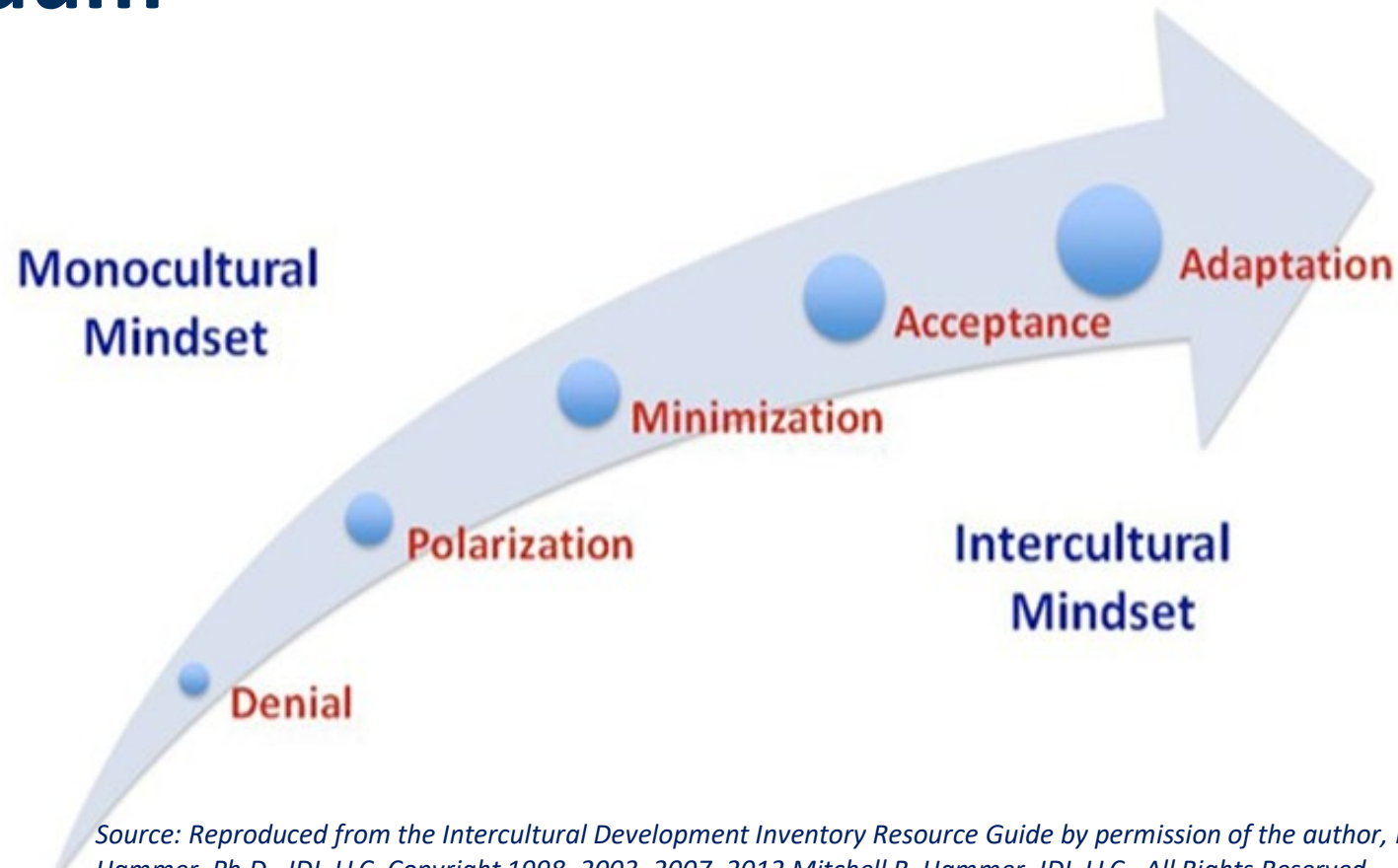




# Four Stages of Competency



# Intercultural Development Continuum



Source: Reproduced from the Intercultural Development Inventory Resource Guide by permission of the author, Mitchell R. Hammer, Ph.D., IDI, LLC. Copyright 1998, 2003, 2007, 2012 Mitchell R. Hammer, IDI, LLC. All Rights Reserved.

## THE TWO MINDSETS – CULTURAL COMPETENCY

### FIXED MINDSET

If you are a good person, you must be competent.

I don't feel safe.

If we talk about it, things might get worse.

We had that conversation once, and it was disastrous.

I tried to build relationships with members of that group, and they weren't interested in connecting with me.

These folks are stuck in inaction, worried that they might give themselves away as incompetent. Much energy is spent intellectualizing, deflecting, and defending actions or points of view.

### Central Belief



### Some Challenges



### Obstacles



### Overall Outcome



### GROWTH MINDSET

We are all on a journey, and competence is always aspirational.

I am uncomfortable; I must be learning a lot.

Not talking about it will result in status quo, and status quo is not an option.

Mistakes in this work are inevitable.

I learned so much in that setback.

These folks are always becoming more and more competent. Their relationships are more authentic and comfortable, they are resilient through rough patches, and they are eager to learn more.

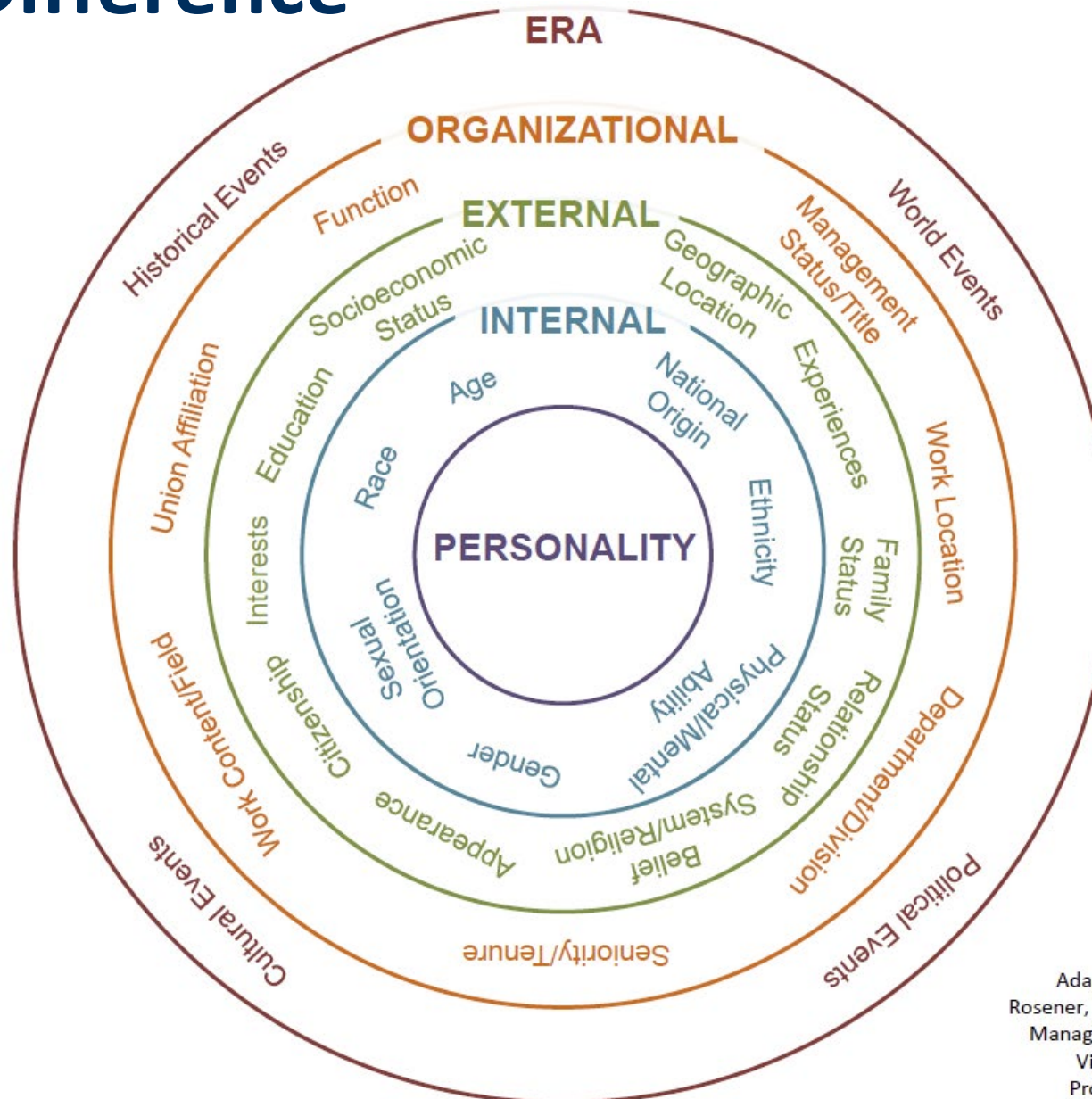
Concept by Rosetta Eun Ryong Lee,  
based on the Fixed Mindset/Growth  
Mindset work by Carol Dweck.



VIDEO



# Diversity = Difference



Adapted from: Loden, Marily & Rosener, Judy, "Workforce America! Managing Employee Diversity as a Vital Resource," McGraw-Hill Professional Publishing, 1990.



# Protected Classes

Protected Characteristic	Federal Law Establishing Protected Status
Race	Civil Rights Act of 1964
Religious belief	Civil Rights Act of 1964
National origin	Civil Rights Act of 1964
Age (40 years and up)	Age Discrimination in Employment Act of 1975
Sex*	Equal Pay Act of 1963 and Civil Rights Act of 1964
Pregnancy	Pregnancy Discrimination Act of 1978
Citizenship	<a href="#">Immigration Reform and Control Act</a> of 1986
Familial status	Civil Rights Act of 1968
Disability status	Rehabilitation Act of 1973 and <a href="#">Americans with Disabilities Act of 1990</a>
Veteran status	Vietnam Era Veterans' Readjustment Assistance Act of 1974 and Uniformed Services Employment and Reemployment Rights Act
Genetic information	Genetic Information Nondiscrimination Act of 2008





# Definitions to Know

## Bias

Bias is a predisposition to see events, people or items in a positive or negative way. Bias is an attitude or belief.

## Prejudice

Preconceived opinion that is not based on reason or actual experience.

## Discrimination

The behavioral manifestation of prejudice involving the limitation of opportunities and options based on particular criteria (i.e. race, sex, age, class, etc)

## Racism

A prejudice, discrimination, or antagonism directed against a person or people on the basis of their membership in a particular racial or ethnic group, typically one that is a minority or marginalized.

## Harassment

Aggressive pressure or intimidation. The three types are verbal/written, physical and visual.

## Microaggression

A statement, action or incident regarded as an instance of indirect, subtle or unintentional discrimination against members of a marginalized group.

# Where are our Blind Spots?

What Race, Ethnicity and Language data do you have on all levels in your organization? What disparities exist?

Where and how is our organization culturally adapting programs/services?

How much does your organization reflect the community served?

How is our organization addressing barriers (language, differently abled, etc.)

**Is cultural competency an organizational priority?**

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THE  
JOURNEY  
IS ON