



Chavis Park

COMMUNITY CONVERSATION

Honoring our past.
Planning for our future.



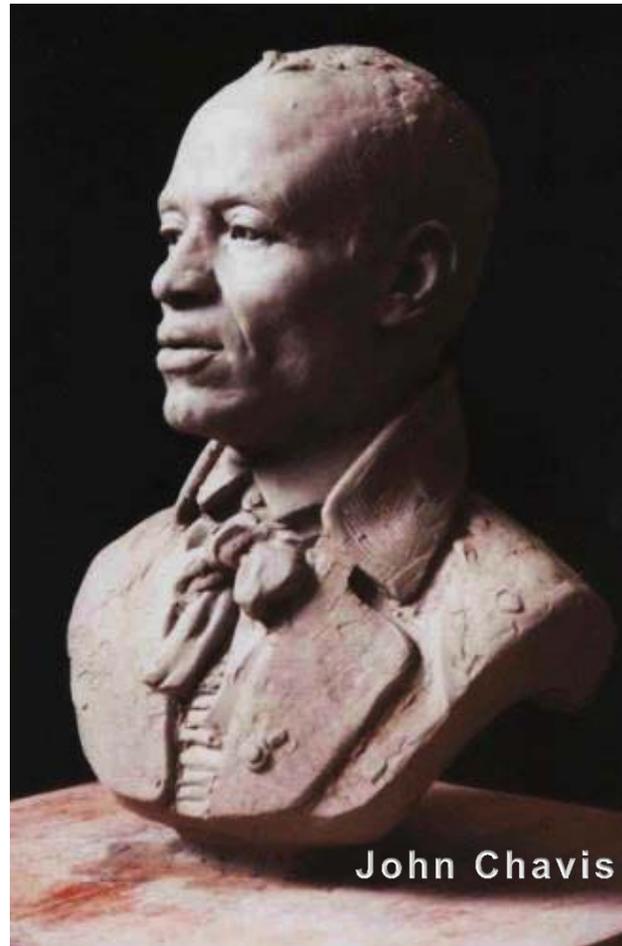
Building Cultural Competence

A Workshop for
The Chavis Park
Public Leadership Group

Presented By



Why develop cultural competence?



“Just as we have been shaped by the events of our collective past, it is through our present works that we will surely influence the shape of a collective future.” – Anon

BCC – A Different Approach

Traditional “Diversity” Programs:

- Often focus on rights and wrongs, good people and bad people
- Require the untangling of centuries of difficult history and individual interpretations of that history
- Can revolve around important but often unhelpful notions of victims and oppressors
- Can focus on making people “better”

Building Cultural Competence:

- Is based on training used to prepare US Citizens to work and interact productively overseas.
- Acknowledges that people are who they are – no matter how they got to be that way.
- Focuses on the present and the future – not on the past
- Focuses on helping participants become “more able” based on their own enlightened self interest

Contracting



- Your Expectations for this Session
- What We Have Planned
- Developing Shared Expectations
- Agreement on Ground Rules

Contracting: Introductions & Expectations

HELLO
my name is

BRIEFLY, tell us:

- Your name
- Where in Raleigh you now live
- How long your family has lived in Raleigh
- Something important about your **cultural identity** that you think we may not already know
- What your vision is for Chavis Park
- What you expect to get out of this session

Contracting: Overview of Coursework

- “Culture”: Expanding the Definition and Understanding How it Influences our behaviors and perceptions
- The unavoidable presence and Impact of Stereotypes in Multi-Cultural Societies
- The Vicious Circle: Impact of “interlocking” Stereotypes
- Breaking The Vicious Circle
- Planning for Results



Contracting: GROUND RULES

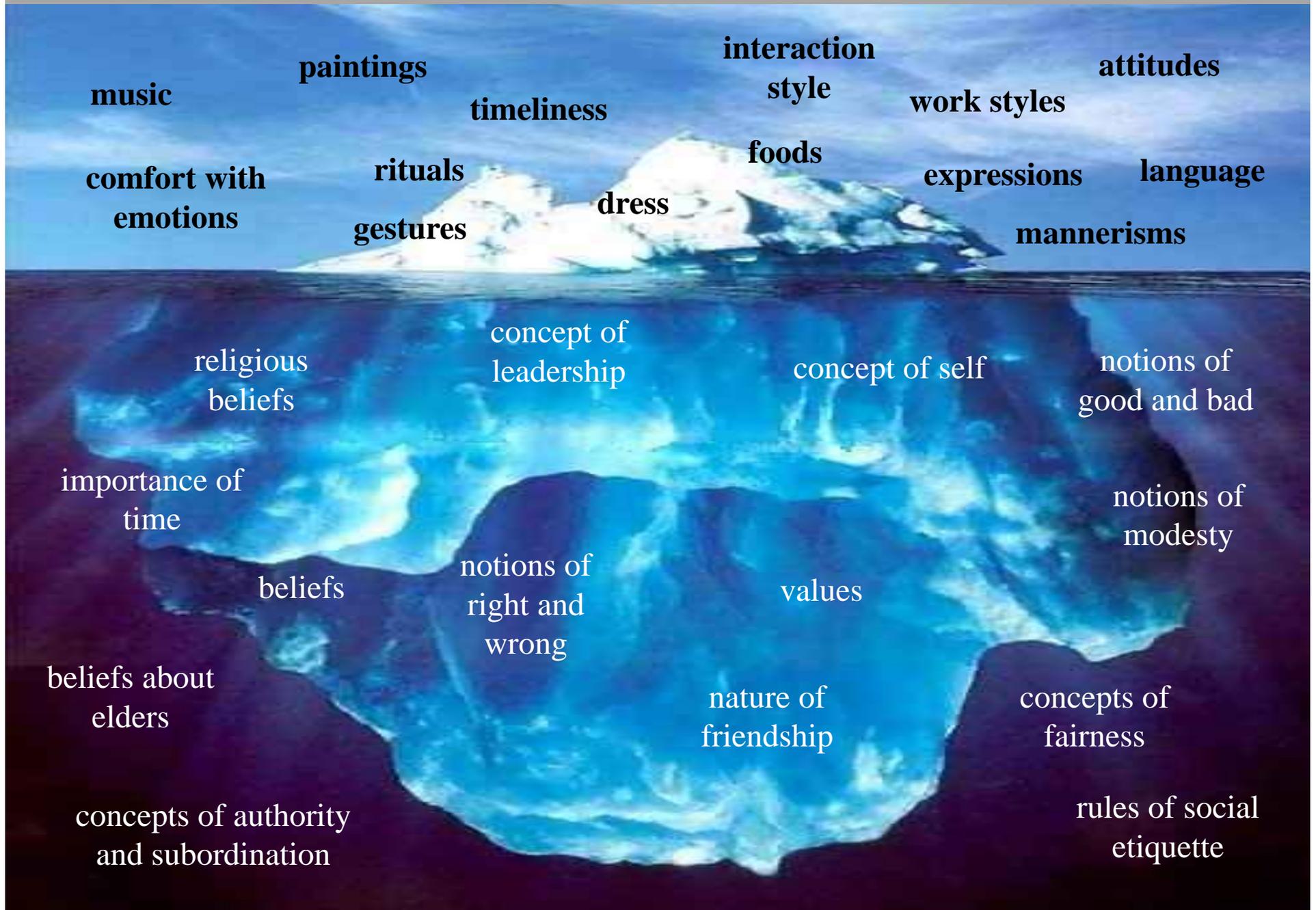
What is Culture?

“The ideas, customs, habits, skills, arts, etc. of a people or group that are transferred, communicated, or passed along, as in or to succeeding generations.”

–Webster’s Dictionary

How Does Culture Show up?

The Iceberg Model



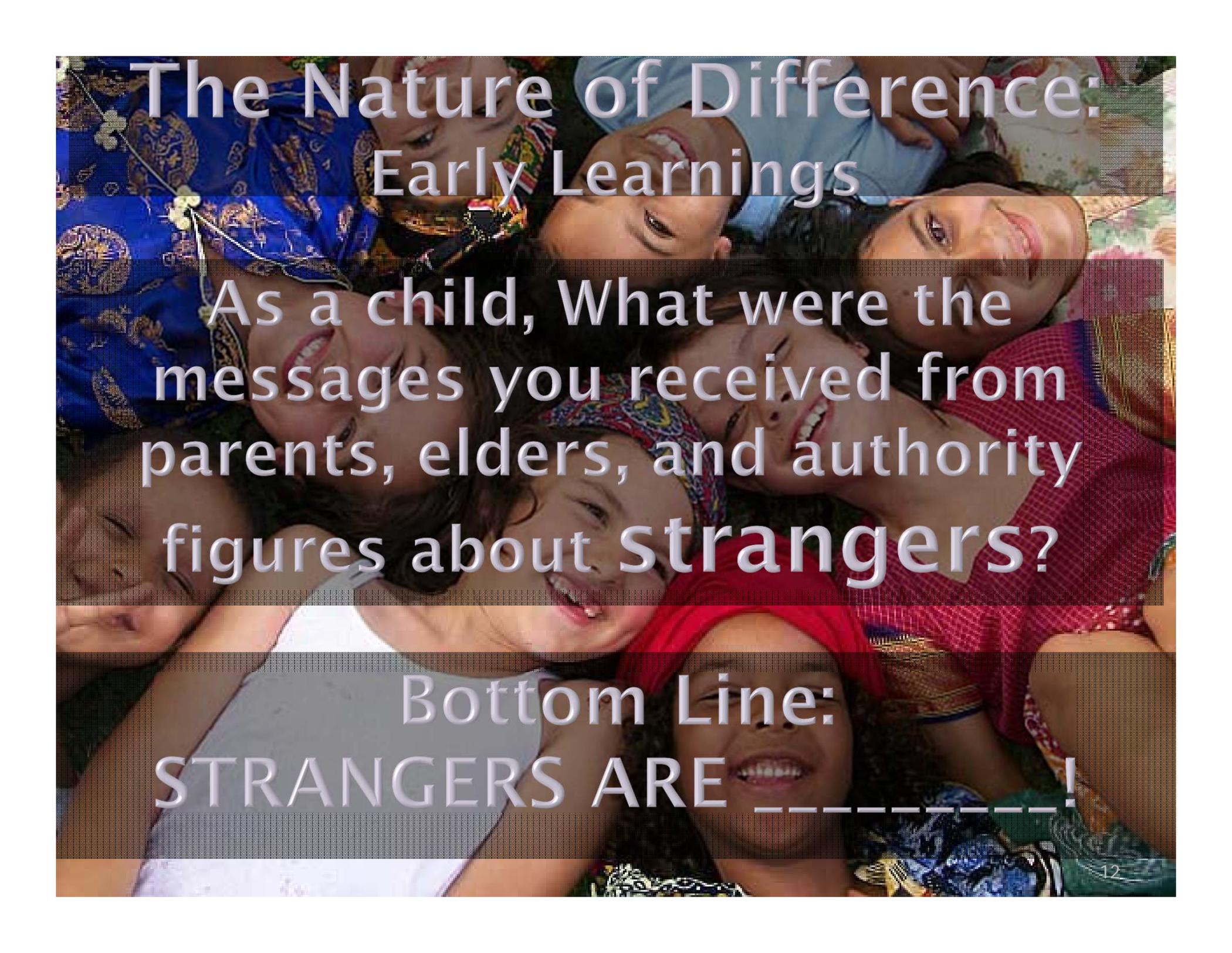
...Culture

- Is often invisible to members of the culture
- Is not always based on race and ethnicity
- Is a layered phenomenon
- Provides a “shorthand” based on assumptions

Your Culture Provides You With



A Sense of Comfort and Belonging



The Nature of Difference: Early Learnings

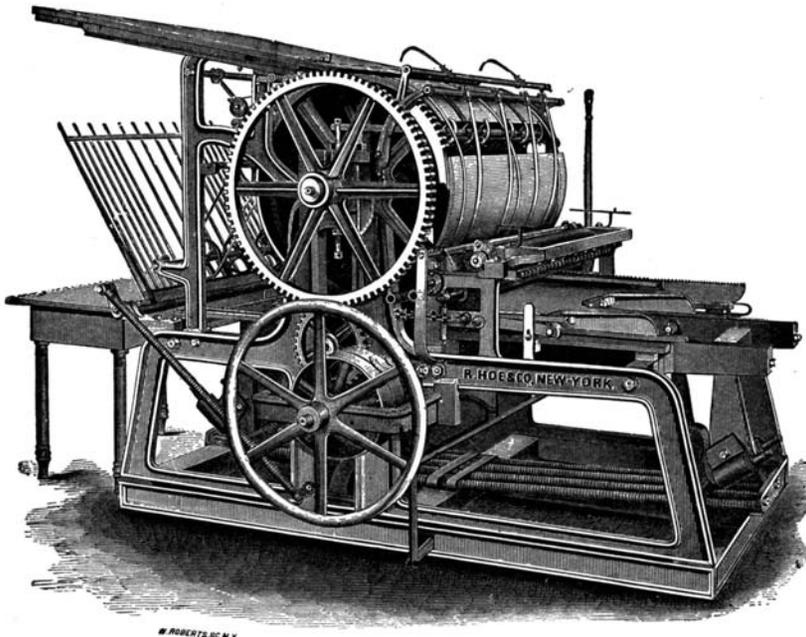
As a child, What were the
messages you received from
parents, elders, and authority
figures about strangers?

Bottom Line:
STRANGERS ARE -----!

What are stereotypes?

“A fixed or conventional notion or conception of a person or group held by a number of people and allowing for no individuality, critical judgment, etc”.

– Webster’s Dictionary





Stereotypes Exercise

BRAINSTORMING

Stereotypes: *Positives and Negatives*

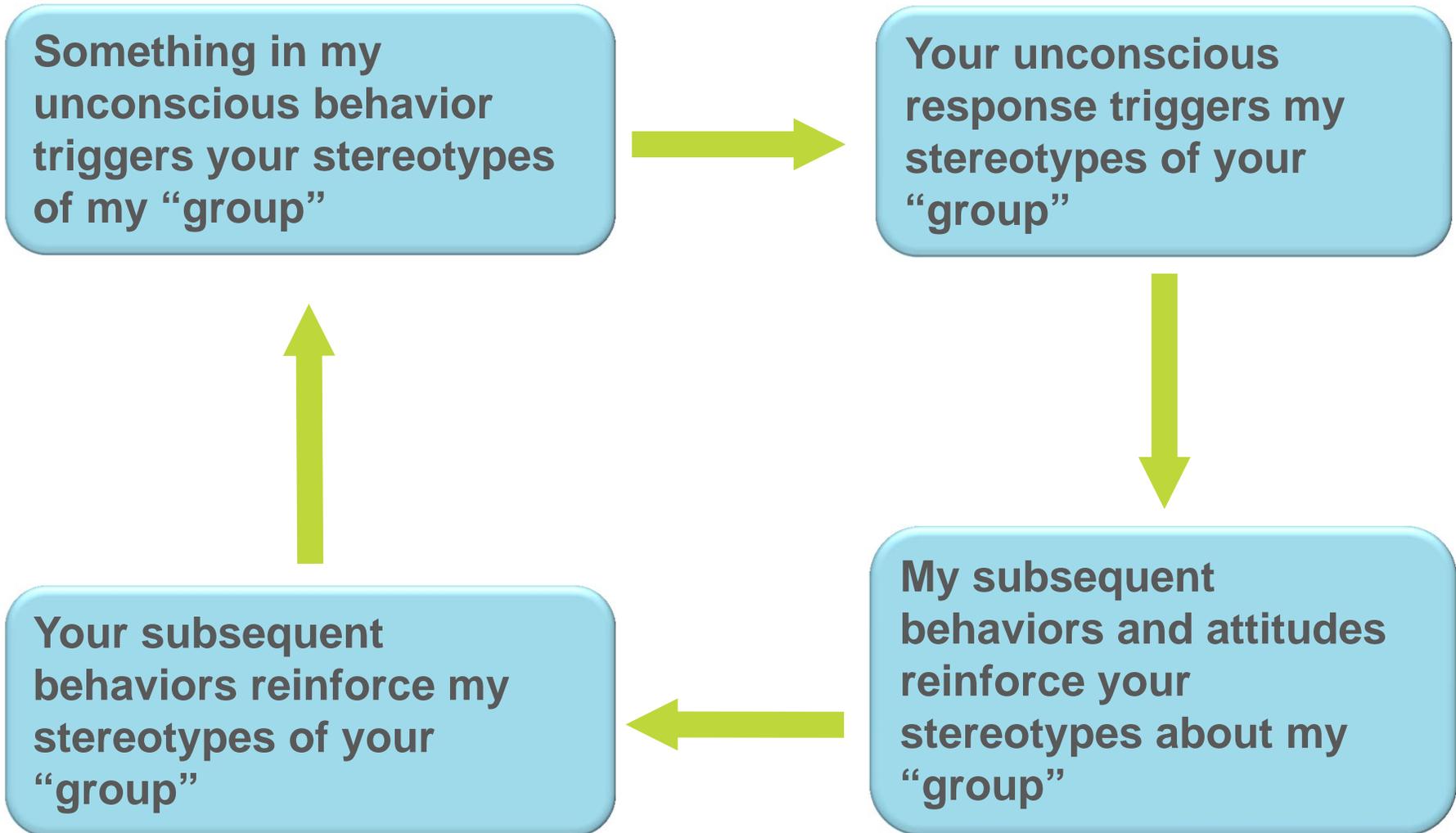
- Write down all of the stereotypes, code words, slang, jargon, etc. that you have heard about or used to characterize the “group” that you have been assigned
 - This is not a group discussion, it is brainstorming – do not dwell.
 - If someone has heard it write it down – the goal here is QUANTITY.
- Make ONE LIST as soon as it is said write it down – do not subdivide the list.
- Get more chart paper and tape as you need it.

Team 1	Team 2	Team 3	Team 4	Team 5



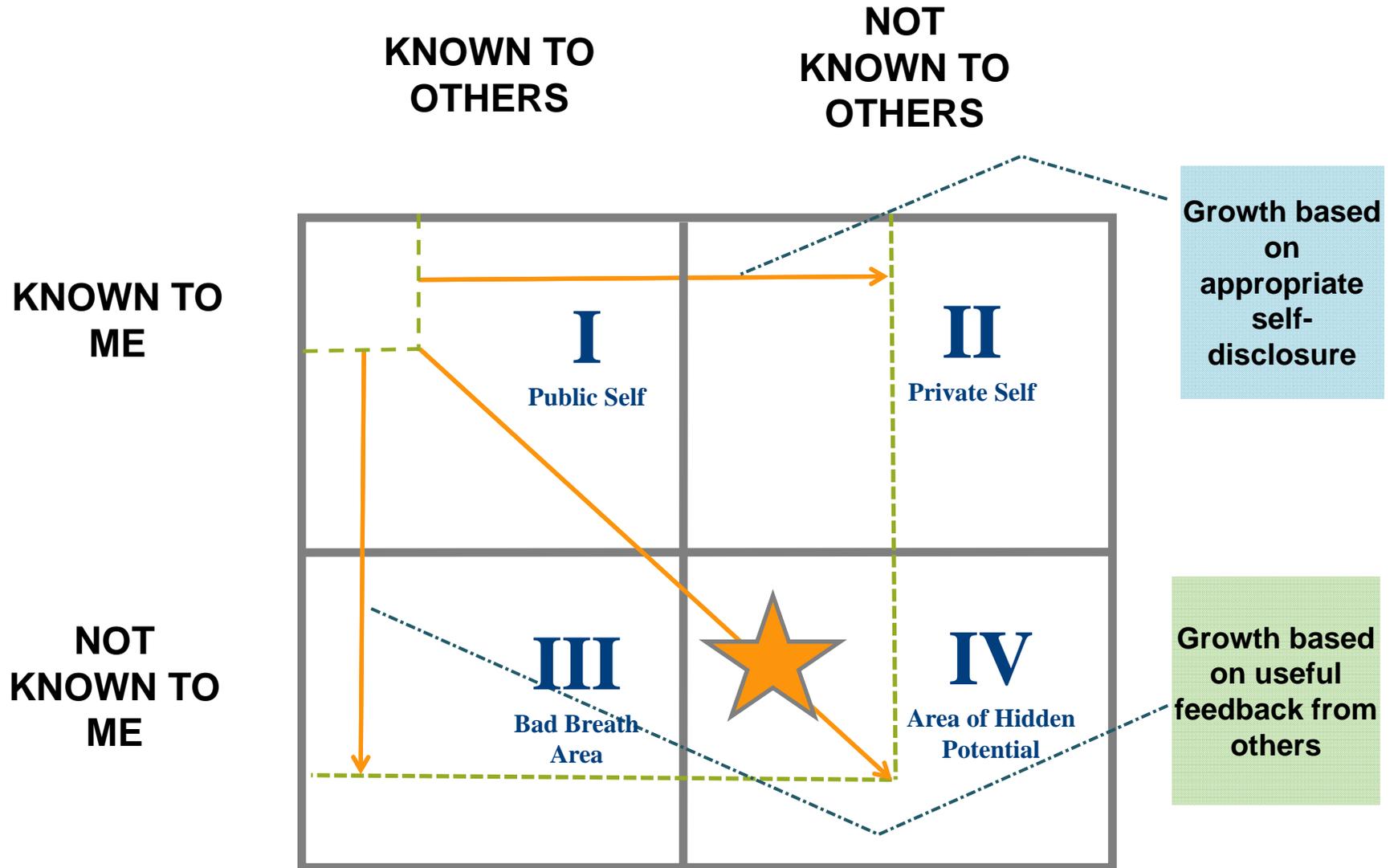
Intercultural contact creates stereotypes

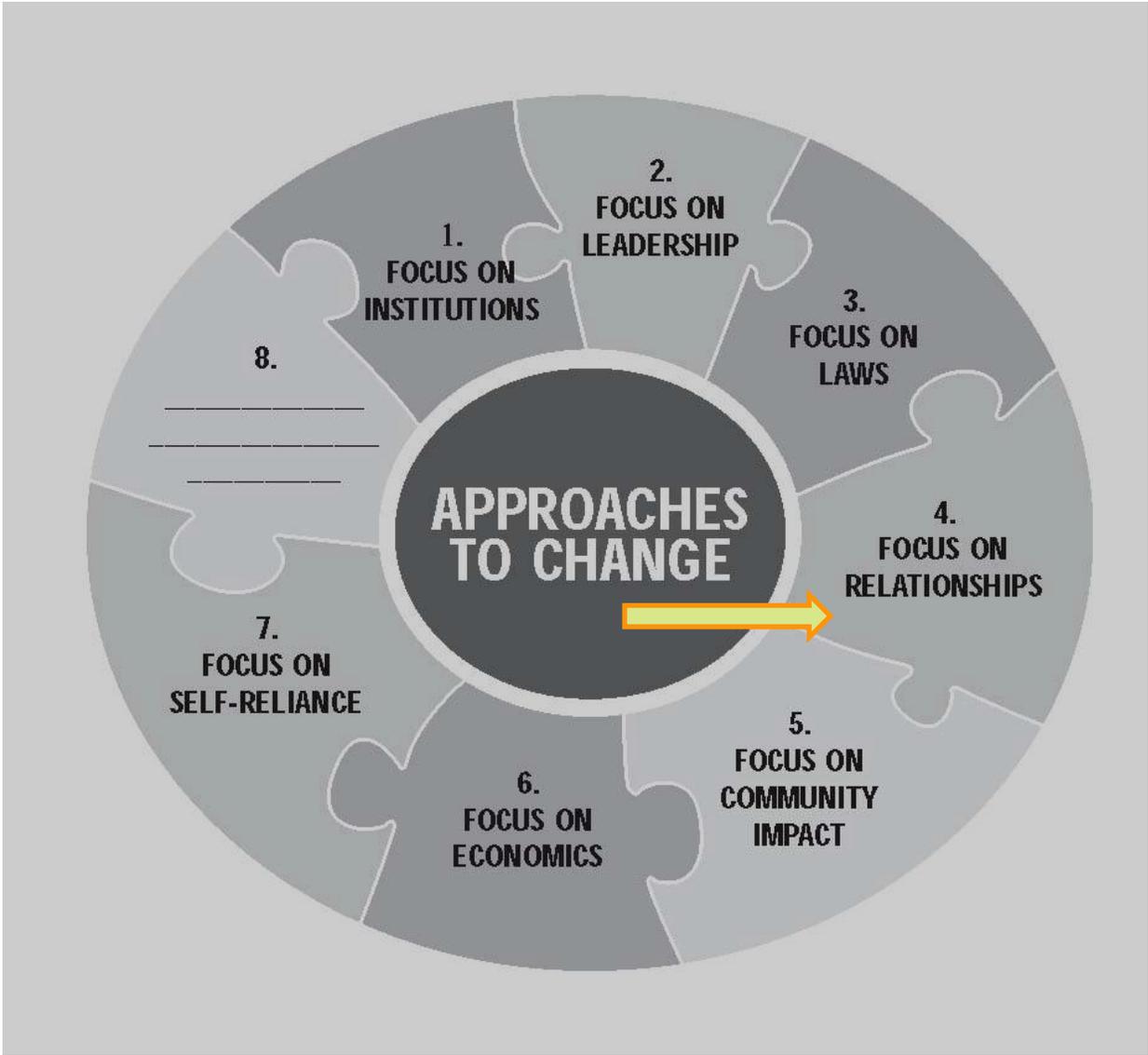
The Impact of Stereotypes in Diverse Workgroups: *The Vicious Circle*



Breaking The Vicious Circle

Jo-Hari's Window*





Breaking The Vicious Circle

Appropriate Self Disclosure

- Form triads that are as diverse as possible
- Taking turns, share with your group what you were FEELING during the Stereotypes Exercise
- Discuss with each other and respond to each other in an appropriate, **non-judgmental** way
- Take note of your feelings and comfort levels as the exercise progresses
- Be prepared to share them with the larger group

Planning For Success

Building Toward a Productive and Satisfying PLG Experience

Based on your “Visions for Chavis Park” that you shared during the Introductions and your subsequent experience of today’s workshop:

- What obstacles to developing a shared PLG vision for the park might we be facing?
- What obstacles to working productively with the City might we be facing?
- What’s in it for me personally to overcome those obstacles?
- What’s in it for us as a group to overcome these obstacles?

Breaking The Vicious Circle

Gather and share information

- Build a new personal database about yourself and about others who you see (or who see themselves) as “different”
- Go to where the difference is and get involved
 - Task force and committee work
 - Lunch tables
 - Churches
 - Affinity group meetings
 - After work activities
 - Volunteer opportunities

Attitude is Everything

- Be nonjudgmental
- Assume complexity
- Tolerate the stress of uncertainty
- Keep a sense of Humor
- Show Respect
- Show Empathy

Getting to Competence

UNCONSCIOUS COMPETENCE

(BLISS)



CONSCIOUS COMPETENCE

(TEDIOUS)



CONSCIOUS INCOMPETENCE

(EMBARRASSING)



UNCONSCIOUS INCOMPETENCE

(BLISS)

Your Closing Comments

