



# Chavis Park

## COMMUNITY CONVERSATION

Honoring our past.  
Planning for our future.



## Building Cultural Competence

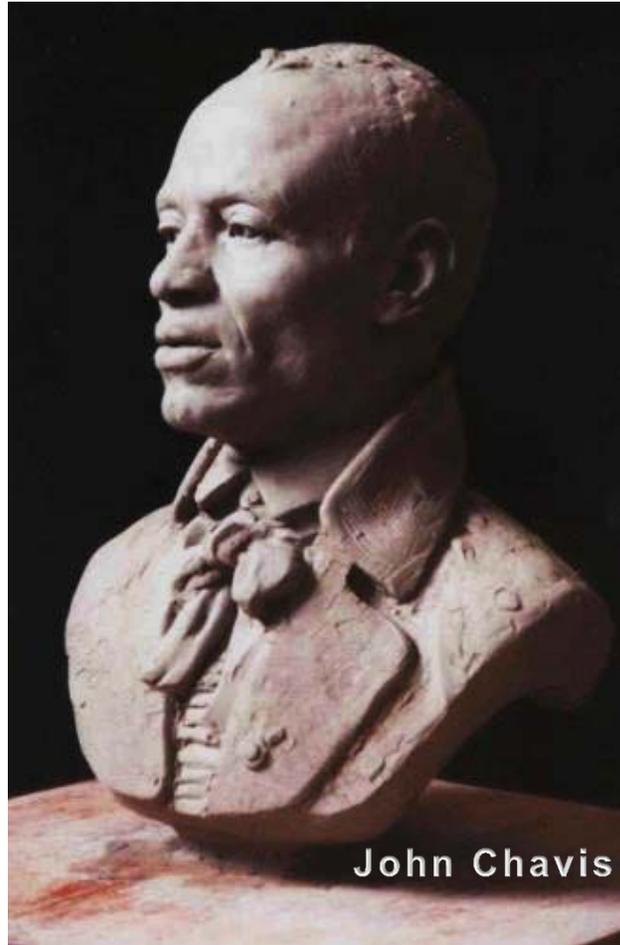
A Workshop for  
The Chavis Park  
Public Leadership Group

Presented By



# Why develop cultural competence?

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*“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

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## 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

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

# Contracting: Introductions & Expectations

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**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*

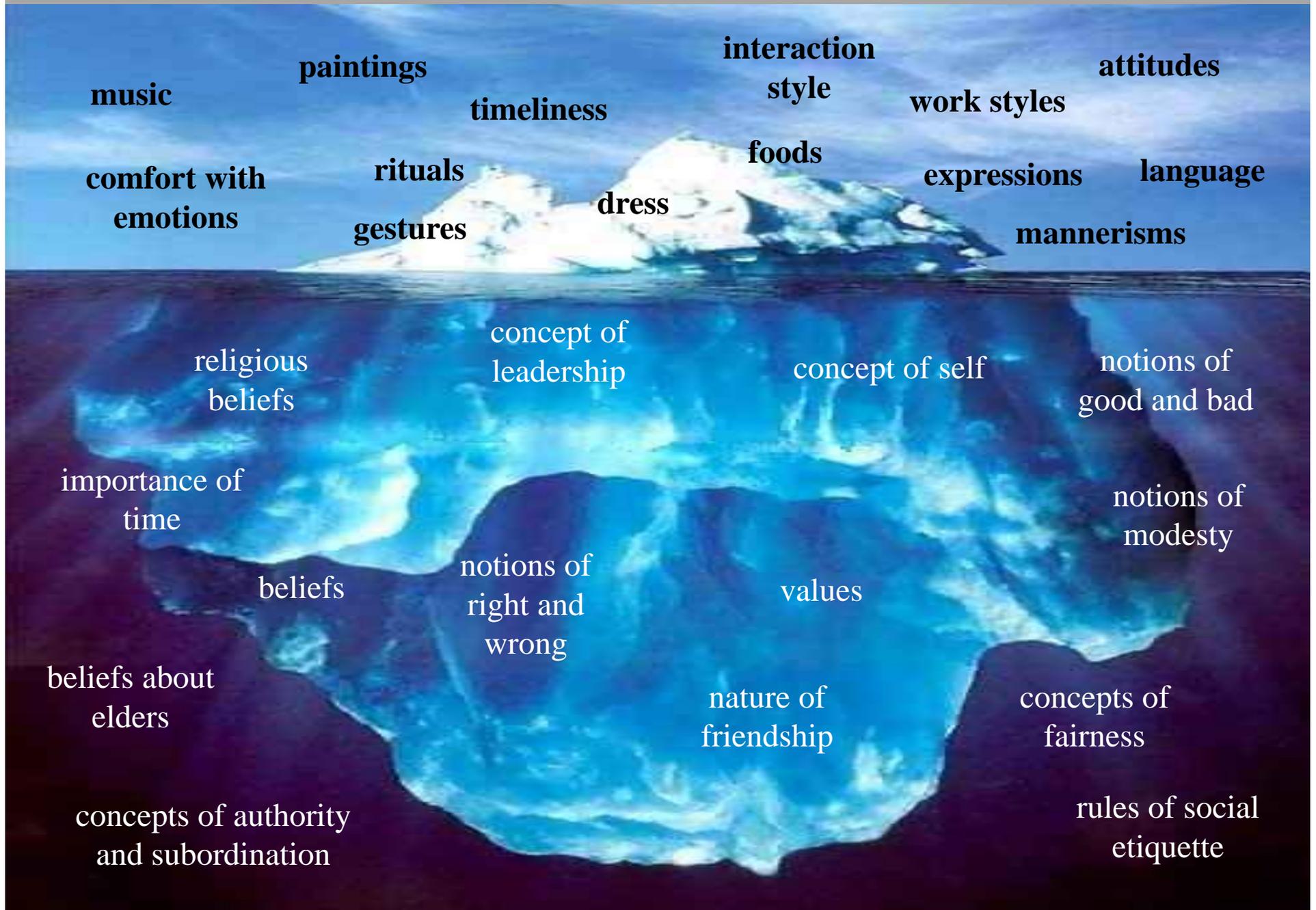
# What is Culture?

*“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



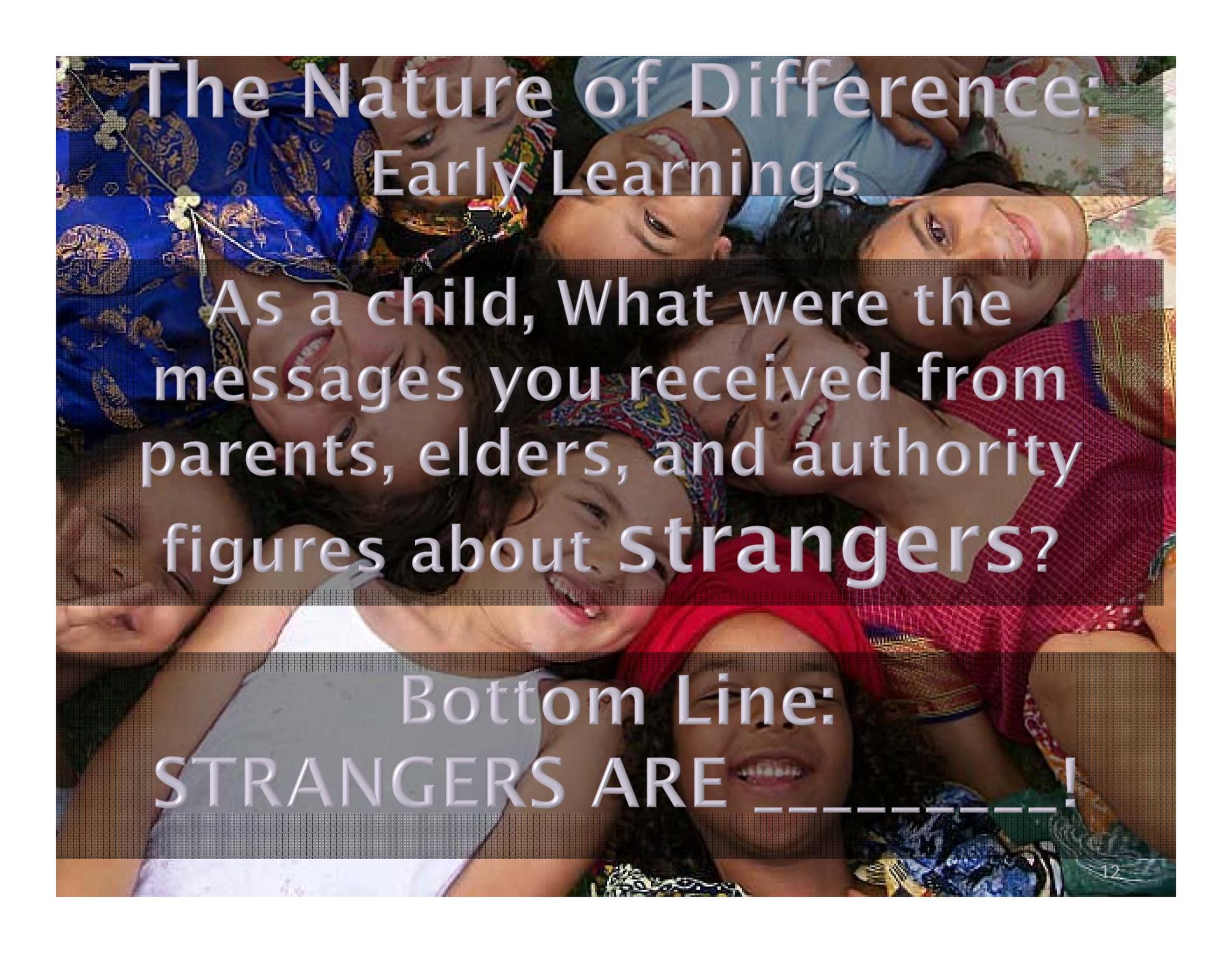
## *...Culture*

- 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?

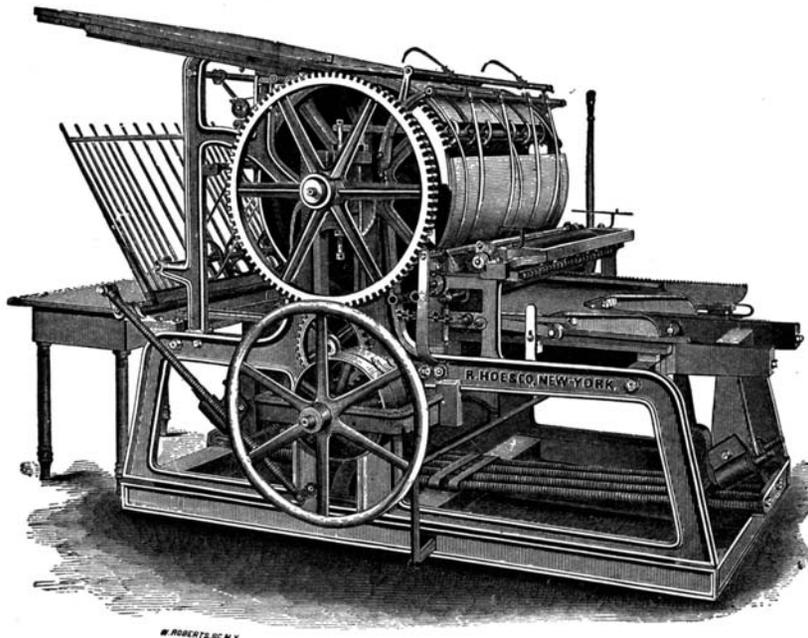
Bottom Line:  
**STRANGERS ARE -----!**

# What are stereotypes?

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“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

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## 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.

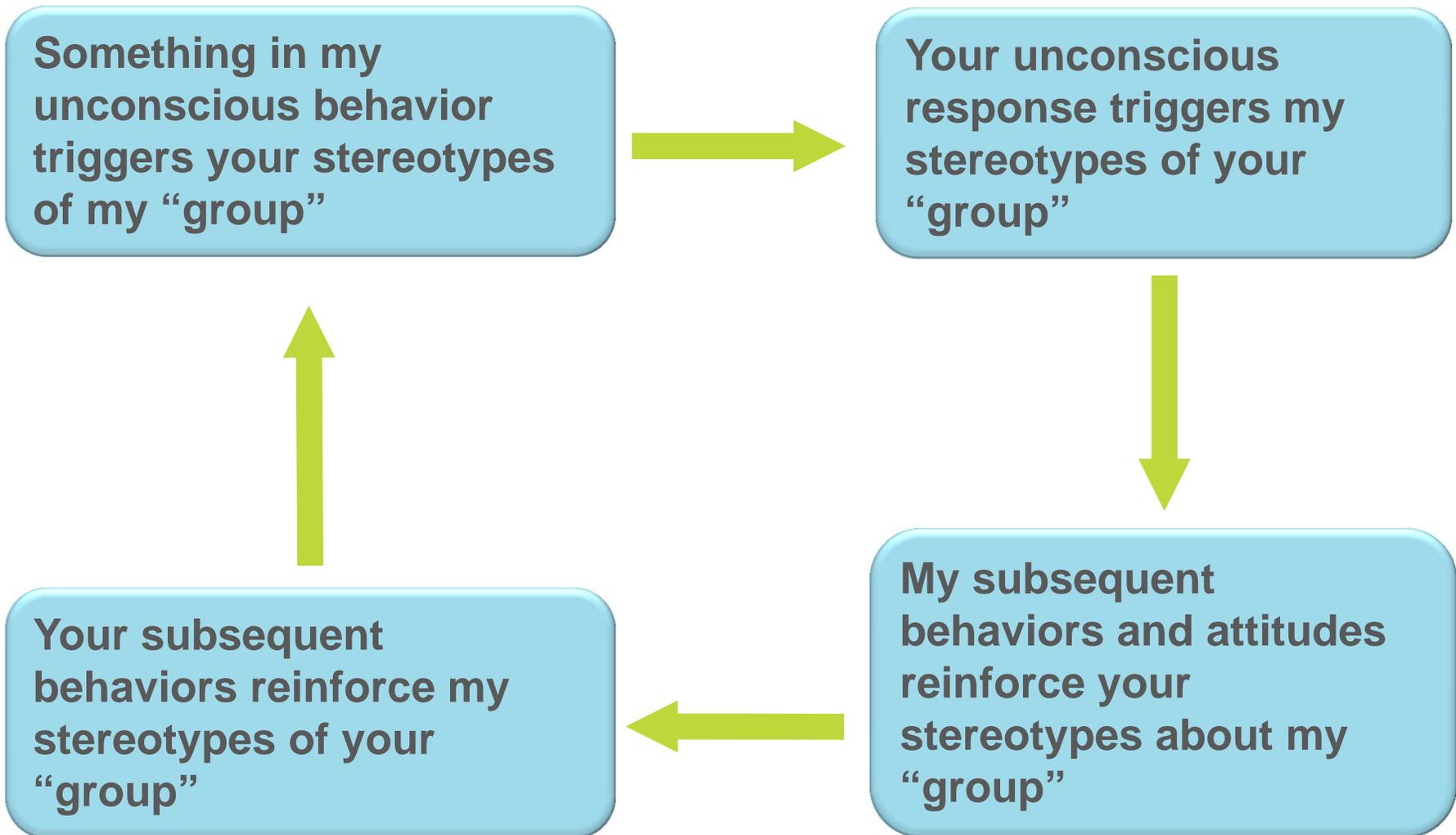
Team 1	Team 2	Team 3	Team 4	Team 5



*Intercultural contact creates stereotypes*

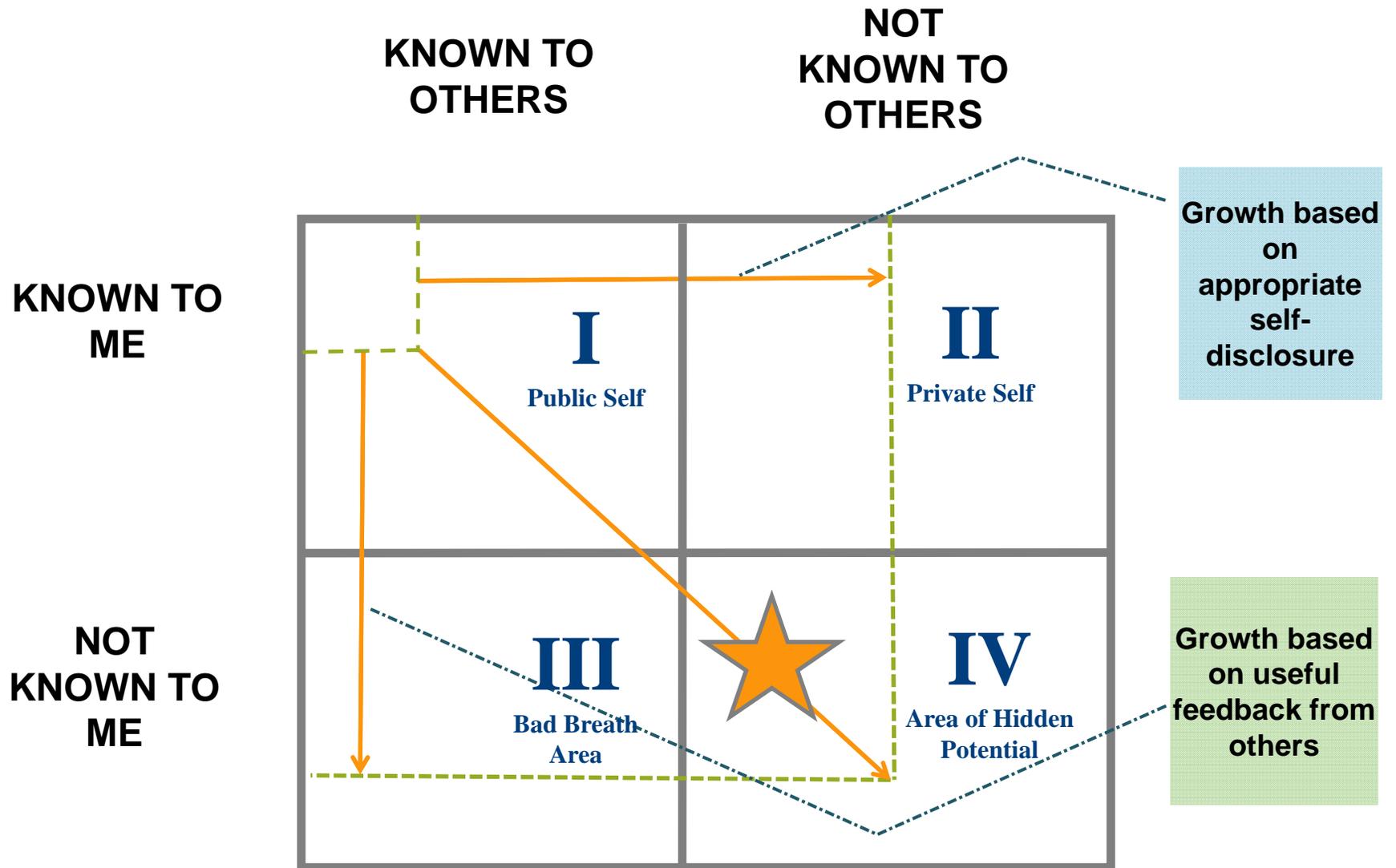
## The Impact of Stereotypes in Diverse Workgroups: *The Vicious Circle*

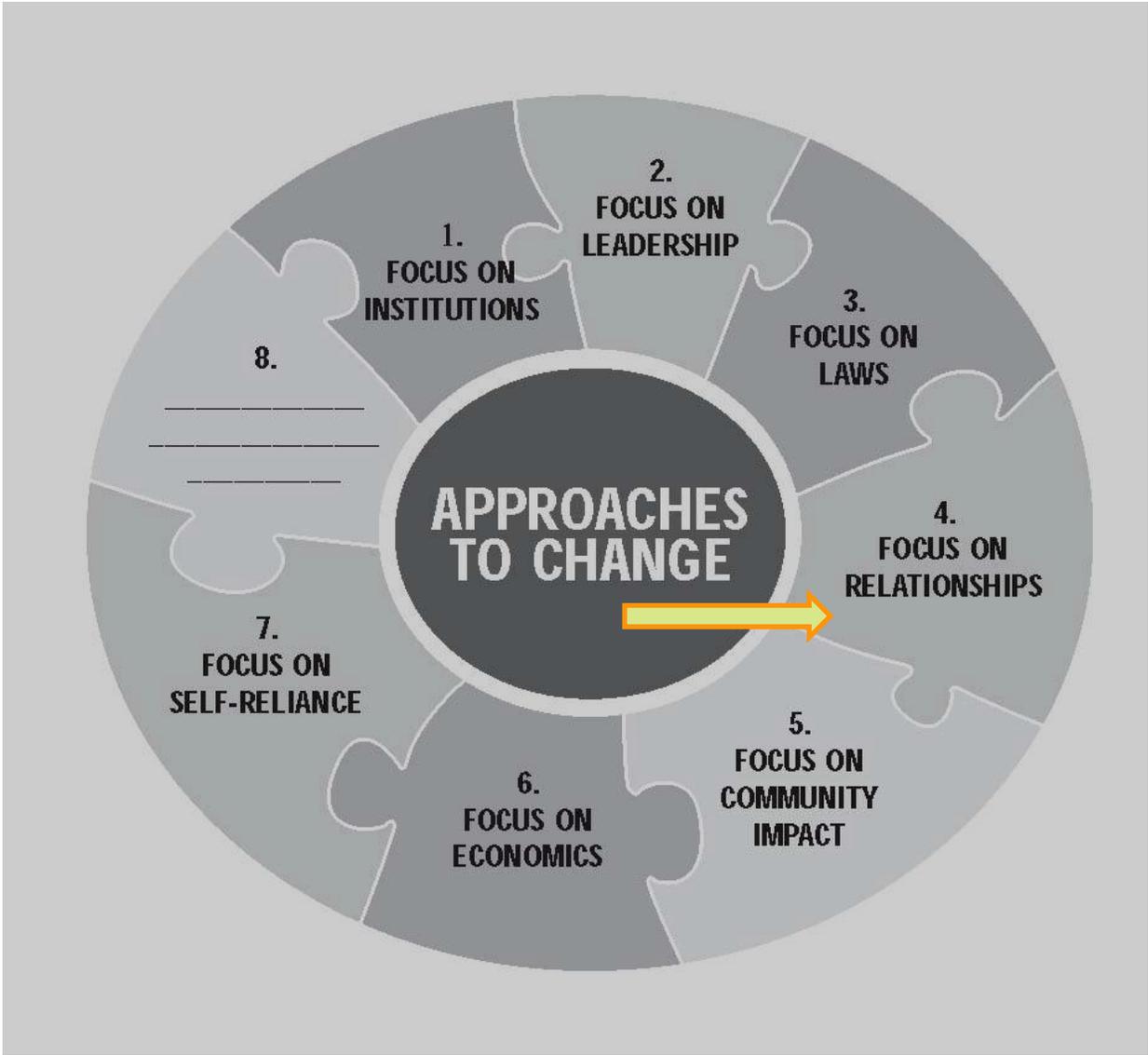
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# Breaking The Vicious Circle

Jo-Hari's Window\*





# *Breaking The Vicious Circle*

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## 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*

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## 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

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## **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

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*UNCONSCIOUS COMPETENCE*

(BLISS)



*CONSCIOUS COMPETENCE*

(TEDIOUS)



*CONSCIOUS INCOMPETENCE*

(EMBARRASSING)



*UNCONSCIOUS INCOMPETENCE*

(BLISS)

# Your Closing Comments

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