



RESPECTING DIFFERENCES FOR CULTURAL COMPETENCE

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LET'S TALK ABOUT...

- What is Cultural Competence?
- What Challenges Cultural Competence?
- What's My Role in Creating & Resolving Difficult Relationships?
- Practice culturally competent conversations in addressing uncomfortable situations.

NOTES:

CULTURAL COMPETENCY

Meet people where they are

- Knowledgeable
- Acceptable
- Adaptable

How you show up

- Impact on others
- Respond to diversity tension

Diversity Dimensions Impacting Cultural Competence

PRIMARY

- Age
- Race
- Ethnicity
- Gender
- Sexual Orientation
- Physical Abilities

SECONDARY

- Religion/Spirituality
- Language
- Geographic
- Socio-economic
- Marital Status
- Parental Status
- Appearance
- Personal Habits
- Education level
- Workstyle

ORGANIZATIONAL

- Function
- Departments
- Management Status/Level
- Union Affiliation
- Seniority
- Work experience



DIVERSITY DIMENSIONS

CORE IDENTITIES & TENSION DIMENSIONS

CORE IDENTITIES	TENSION DIMENSIONS
<ol style="list-style-type: none"> 1. 2. 3. 	<ol style="list-style-type: none"> 1. 2. 3.
<p>How have your Core Identities shaped your way of seeing things? Examples:</p>	<p>How do your Tension Dimensions impact your work experience? Examples:</p>
<p>What's necessary for you to have quality, interpersonal relationships with others at work?</p> <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 	

TOOL BOX TIPS



1 With differences often comes diversity tension.

2 How we **RESPOND** to the tension determines our results.

3 Differentiate between the intent and impact in our relationship interactions.

1. SENDER
2. RECEIVER

4 **MANAGE EXPECTATIONS** to true requirements.

5 Take **OWNERSHIP** for my role in the “dance”.

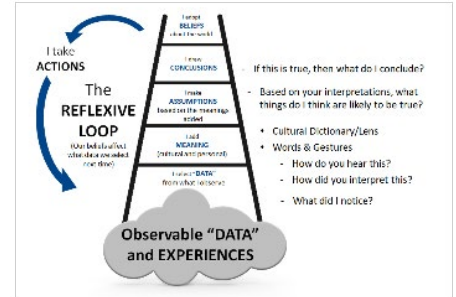
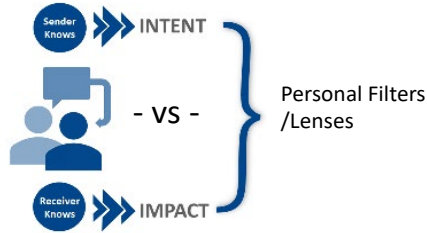
6 Challenge your current actions and **CHOOSE** to build **TRUST** and **UNDERSTANDING**.

NOTES:

PAWS



- P** Pause to breathe.
- A** Acknowledge what is said.
- W** Welcome good thoughts.
- S** Shift to green.



P	A	W	S
Pause to breathe	Acknowledge what is said & the dance	Welcome positive thoughts	Shift to green Solutions
Prepare/Define Purpose	Allow empathy	What are my beliefs/biases?	Separate "nice to have" from non-negotiable
Positive Interaction	Avoid emotional language	No Waiting	Separate Intent vs Impact; Show up as a grown-up
Promote Understanding	Apply "I" statements	Words Matter	Suspend judgement

NOTES:

SCENARIO PRACTICE

 SCENARIO 1

“They’re Doing What?”

Darin, the company CEO, was excited to communicate a number of new Diversity, Equity & Inclusion (DEI) initiatives. The email distributed to all employees included a recruiting program with an emphasis on partnering with Historically Black Colleges & Universities (HBCU's), a new, reason-neutral flexible work request process, and a number of new Employee Resource Groups (ERG's), including one for LGBTQ employees. In response, one of your team members, John, has been talking to a number of colleagues about how the company is changing too much and too fast to accommodate “all of these other” people. When you approach John to ask him about his concerns, he responds “Why can't we just work like we've always done and keep things productive?”.

1. What tensions (feelings) are you, as the manager, experiencing in this scenario? What about John?
2. What is the desired outcome(s)? What's essential to achieve the outcome(s)?
3. What personal beliefs or biases might get in the way of achieving a productive outcome?
4. What action will you take with John?

SCENARIO PRACTICE

 SCENARIO 2

“More Than A Meme”

The past year of nationwide social justice actions against disproportionate killing of African-Americans & Latinos by police, mass shootings in the US, and anti-Asian hate crimes is taking a toll on many team members. You've tried to speak with a couple of employees, but their responses were just “I'm okay”. You've heard, however, that many employees are not comfortable talking about such “hot topics” with “the boss”. But productivity is being impacted by the side chatter, and tensions are rising between different groups on the team.

1. What tensions (feelings) are you, as the manager, experiencing in this scenario? What about others?
2. What is the desired outcome(s)? What's essential to achieve the outcome(s)?
3. What personal beliefs or biases might get in the way of achieving a productive outcome?
4. What action will you take with the team?

SCENARIO PRACTICE

SCENARIO 3

“The Pledge”

It's been over a year since the company's Pledge to DE&I was communicated across the company. Francesca, one of your high-performing team members, expresses concern that she hasn't seen much progress overall, and her specific work experience within the team has often not been in alignment with the commitments stated in The Pledge. She wants to stay at the firm but is wondering if it's still the best place for her, especially since she has friends at other companies who are productive AND happy.

1. What tensions (feelings) are you, as the manager, experiencing in this scenario? What about Francesca?
2. What is the desired outcome(s)? What's essential to achieve the outcome(s)?
3. What personal beliefs or biases might get in the way of achieving a productive outcome?
4. What action will you take with Francesca?

SCENARIO PRACTICE

SCENARIO 4

“Who Should I Hire?”

Five possible candidates are all vying for the same position. Two out of the five are young talented African American candidates at the beginning of their careers with little to no workplace experience, however very affordable for the company and have shown in their interviews that they can do the job. Out of the remaining three, two are middle age white candidates who have most of the experience needed for the position and are reasonably priced, however slightly less affordable than their younger competition. The remaining candidate is older, later in career, openly identifies as gay, and has all of the necessary experience needed, ready to come into the business with two feet on the ground and ready for action, however this candidate requires slightly more in salary than the other candidates.

1. What tensions (feelings) are you, as the decision maker, experiencing in this scenario?
2. What are the requirements you've identified to help make your decision?
3. What personal beliefs or biases might be playing out in your decision?
4. Who will you choose to hire and why?

SCENARIO PRACTICE

SCENARIO 5

“More Than A Name”

An associate, Francis, has transitioned from male to female. She has done some marketing work for a fellow associate John. John thanked Francis for doing the work, however he used Francis' previous gender name Frank. Francis had to correct her co-worker and remind him of her identity, pronoun and name. When in other meetings, John would continuously refer to Francis by her previous name and use the pronoun “him”. John said that he knew “him” for too many years, and it was too hard to change how he perceives “Frank” at this point.

1. What tensions (feelings) are each associate potentially experiencing in this scenario?
2. What are the requirements needed to resolve this workplace conflict?
3. What personal beliefs or biases might be playing for John?
4. What actions should John take to help resolve this situation?

SCENARIO PRACTICE

SCENARIO 6

“The Customer Is Always Right?”

A man and his mother walk into a company store to purchase product. There are three associates working. One associate is Caucasian, one Asian and the other African American. The customer makes it clear in their words, questions, and actions that help from the Asian and African American Sales Associates are unwanted and their preference is to have a White Sales Associate.

1. What tensions (feelings) are potentially being experienced in this scenario?
2. What are the customer requirements and company requirements?
3. What personal beliefs or biases might be playing out in the situation?
4. What actions will you, as any one of the sales associates, take to address this situation?

Towards Cultural Competence



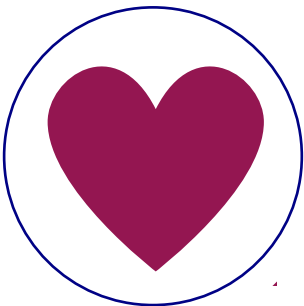
VALUE

- Meet People Where They Are
- Seek Validity in Different Perspectives



UNDERSTAND

- How You Show Up
- Challenge Beliefs, Assumptions & Expectations



COMPASSION

- Listen with a Willingness to Be Influenced
- Intentionally Create a Sense of Belonging

NOTES:

**Respecting Differences
for Cultural Competence**



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