

# MULTICULTURAL AWARENESS

LAKES CRISIS & RESOURCE CENTER  
SATURDAY, MARCH 29, 2008  
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# OBJECTIVES

- ✿ Awareness of Cultural Diversity
- ✿ Four-Step Model of Building Cultural Competence
- ✿ Providing Culturally Competent Services

# AWARENESS OF CULTURAL DIVERSITY

- ✿ Important to consider cultural, ethnic, and religious background
- ✿ Important to understand that often there is a great deal of diversity within racial group, culture, or ethnicity.
- ✿ Multicultural considerations need to be taken into account

## FOUR-STEP MODEL OF BUILDING CULTURAL COMPETENCE

- ✿ Learning about culture and important cultural components
- ✿ Learning about your own culture through a process of self-assessment
- ✿ Learning about the individuals
- ✿ Learning as much as possible about important aspects of their cultural background

## WHAT IS CULTURAL COMPETENCE?

- ✿ Being culturally competent is “more than being sensitive to ethnic differences, more than not being a racist and more than the warm, fuzzy feeling of feeling of loving and caring for your neighbor.”
- ✿ Gaining cultural competence is a long-term, developmental process.

# THE CULTURALLY COMPETENT INDIVIDUAL

- ✿ Beliefs/Attitudes

- ✿ Knowledge

- ✿ Skills

# IMPORTANT CULTURAL COMPONENTS

- \* Language and Communication Style
- \* Health Beliefs
- \* Family Relationships
- \* Gender Roles
- \* Religion
- \* Racism
- \* Poverty and Economic Concerns

# SELF-ASSESSMENT

- ✿ Explore your own cultural values and beliefs.
  - ✿ What ethnic group(s), socioeconomic class, religion, age group and communities do you identify with?
  - ✿ Identify two important experiences - one positive and one negative - that you have had with people from the groups you listed above and from outside the groups you listed above?
  - ✿ What were those experiences? What did you learn about people who are different from you?



# PROVIDING CULTURALLY COMPETENT SERVICES

- ✿ Provide services that are accessible, appropriate, and equitable.
- ✿ Always convey respect and good will.
- ✿ Ask clients to describe what they need from you to be of assistance to them.
- ✿ Acknowledge your limitations and

# RESOURCES

- ✿ Cavaiola, A. A., & Colford, J. E. (2006). *A Practical guide to crisis intervention*. NY: Houghton Mifflin.
- ✿ Silva, A. (2004). *Culturally competent crisis response: Information for school psychologists and crisis teams*. Retrieved March 24, 2008, from [http://www.nasponline.org/resources/culturalcompetence/cc\\_crisis.pdf](http://www.nasponline.org/resources/culturalcompetence/cc_crisis.pdf)