



## Introduction and Guide to Module 7: Cultural Competency

This is an introduction to the materials for this module, including required reading and viewing. Utilize it as a guide; it may be most useful to follow the outline of reading and viewing materials outlined in these pages.

This is the **seventh module** in the Caseworker Certification Program. As cultural competency is essential to social services work, the early placement of this module prepares you to apply the material, concepts, and values in this module as you continue through the Caseworker Certification Program.

### Culture 101

#### View:

- ☐ Video Presentation *Culture 101*. At the point in the presentation when this exercise is presented, stop the video and complete the Exercise 1.

#### Complete:

- ☐ Exercise 1 and 2

#### Exercise 1 Diversity in Your Community

Who are the different ethnic groups represented in your community?

What are some of the customs, celebrations, values, or beliefs expressed by them?

How might your outlook on life, beliefs, and values differ from theirs?

In what ways do you show acceptance of those who are of a different heritage or background? Those who have an accent or difficulty with English?



Continue watching the video presentation *Culture 101*. At the point in the presentation when this exercise is presented, stop the video and complete the exercise. After completing the exercise, watch the remainder of the video presentation.

**Exercise 2**  
**Building Relationships Across Cultural Differences**

What are some of the cultural differences you see in your corps/church or community?

What are some of the ways people you know and work with respond to the cultural differences they see in others?

How do these cultural differences contribute to your corps/church or community?

What obstacles might there be to building relationships across cultures?

What advantages might there be to building relationships across cultures?

How do you build relationships across differences?



## Understanding Culture

### Read:

- ☐ Pages 57-61 in *Faith in Action* and then

### View:

- ☐ Video Presentation—Cultural Competency: Understanding Culture
- ☐ Video presentation-*Identity and Bicultural Development* at <https://www.youtube.com/watch?v=HdN053zH41U>

### Complete:

- ☐ Exercise 3

### Exercise 3 Biculturalism

Bicultural identity is having or living with two different cultural identities; an example is shared in this short video.

If you are bicultural, what are two things in this short video that you identified with? Explain.

If you are bicultural, what is one thing that was said that does not with your own experience?

If you are not bicultural, what three things that you learned from watching the short video were new to you?



## The Cultural Continuum

### View:

- ☐ Video Presentation – Cultural Competency: The Cultural Continuum.

### View:

- ☐ Video Presentation: *Why Color Blindness Will NOT End Racism* [https://youtu.be/H4LpT9TF\\_ew](https://youtu.be/H4LpT9TF_ew)

### Complete:

- ☐ Exercise 4

### **Exercise 4** **Color Blindness**

Color Blindness is assuming that the differences among and between cultures do not matter. Many people believe that being “color-blind” is the proper response to eliminating disparities.

What are three areas of life where racism/discrimination can have a negative impact on members of ethnic minority groups?

The presenter in the video states that racism can lend a false sense of security to those who benefit from it. How can this be so?



## A Cultural Model of Care

This section will explore best practices for developing our cultural competence. The learner should envision how this model can be used in their daily work.

- ☐ View: Video Presentation – Cultural Competency: A Cultural Model of Care (*and read the article below*)
- ☐ Read: *The Process of Cultural Competence in the Delivery of Healthcare Services: A Model of Care* article. This article will reinforce the stages of competence outlined in the video presentation and help us understand how it manifests itself in the field.
- ☐ View: Video Presentation: Cultural Competency for Providers
- ☐ Complete: Exercise 5 and 6
- ☐ View: Video Presentation: Mind Your Bias
- ☐ Complete: Exercise 7

### Exercise 5

#### Culturally Appropriate Practice with Recent Immigrants

While this video is set in the healthcare field, can you think of how the culturally appropriate practices at the end of the video could be adapted to your setting?

### Exercise 6

#### Implicit Association Test

Go to <https://implicit.harvard.edu/implicit/takeatest.html> and take the IA Test for Race and another category of your choosing. Your results are private and for your personal reflection.



### **Exercise 7**

#### **Managing our Biases**

The presenter in this TED Talk describes an approach for reducing our biases. After watching the video, reflect on how you could adapt/adopt this technique at work or at home to control your unconscious biases.

### **LGBTQ Awareness**

Read:

- ☐ Sexuality and Gender: Biopsychosocial Approaches

View:

- ☐ Video Presentation: Conversations on Ethics in Working with LGBTQ Population

### **Exercise 8**

#### **Becoming Aware of LGBTQ Issues**

In listening to the conversation, what are two things that you learned, ideas or information that was new to you?

What is at least one thing you learned that you think you may be able to apply in the future in your position?