

THE ARC HUB PRESENTS

BUILDING CROSS CULTURAL COMPETENCY

Created and designed by Leila Moumouni-Tchouassi Racial Justice Expert

The ARC Hub is a Global Affairs funded project housed at
Cooperation Canada

Today's Agenda

Building cross cultural competency requires a multifaceted approach that goes beyond simple awareness that different cultures exists to encompass critical analysis, intentional action, and ongoing reflection. Today's presentation will be an overview of how to build a path towards cross cultural competency

01

Welcome and Introductions

02

Understanding Cultural Competency

03

Practical Application / Case Studies

04

Building Skills and Relationships

05

Tools and Resources

06

Ongoing Journey

06

Closing Remarks and Next Steps

Land Honouring

As racialised people historically we have had considerable relationships to the lands we've lived on and moved through. So important to the work that we do is to consider the ways that we continue to honour these lands that care for us and the communities that have cared for them and to align our dreams as much as our struggles. To contribute to the global calls for re-indigenization, retribution, and an end to the colonial project are crucial to the sustainability of efforts as a sector and to intentionally and with awareness do good relevant work.

I honour the land traditionally known as Tiohtià:ke the island that has been a site of so much movement and connection.

That has been a grounding space for the transit of many Indigenous communities and traditional forms of connection, exchange, and collaboration. I honour the Kanien'kehá:ka Nation the custodians of the land and water we live, work, love, and grow on.

Reflection exercise

- What does honouring the land mean to you? Your org?
- How do you honour the land ? How does your org?
- What actions do you take to be in relation to the Indigenous communities of the land you work on and occupy?
- What is your relationship to your homelands? Who have been the traditional caretakers?

What is cultural competency?

Cultural Competency is often understood as the ability to understand and effectively engage with people across diverse cultures. It is a practice that begins with a personal reflection on our personal worldviews our relationship to them and how they have come to be, actively educating ourselves on the diversity that exists in cultural practices, and veloping the skills to reconcile it all.

Awareness:

Recognizing and understanding our own cultural beliefs, biases, and values

Knowledge: Proactively learning about the cultural practices, beliefs, and values of others

Skills: Developing the tools to interact with folks from different cultural contexts in a right way and with respect

Attitudes: Keeping and continuing to develop an open ming, actively valuing diversity, and intentionally demonstrating respect for cultural differences

THE IMPORTANCE OF THE APPLICATION

Cultural competency is least important as a concept and most significant in it's practice. It's more than just seeking to understand different cultures but being able to translate that understanding in every interaction that we have and most importantly through the complexities of engaging through diversity. It's important to understand that this doesn't just apply to the global context but also in our relationships, in our workplaces, and the way we structure and define our organizational practices.

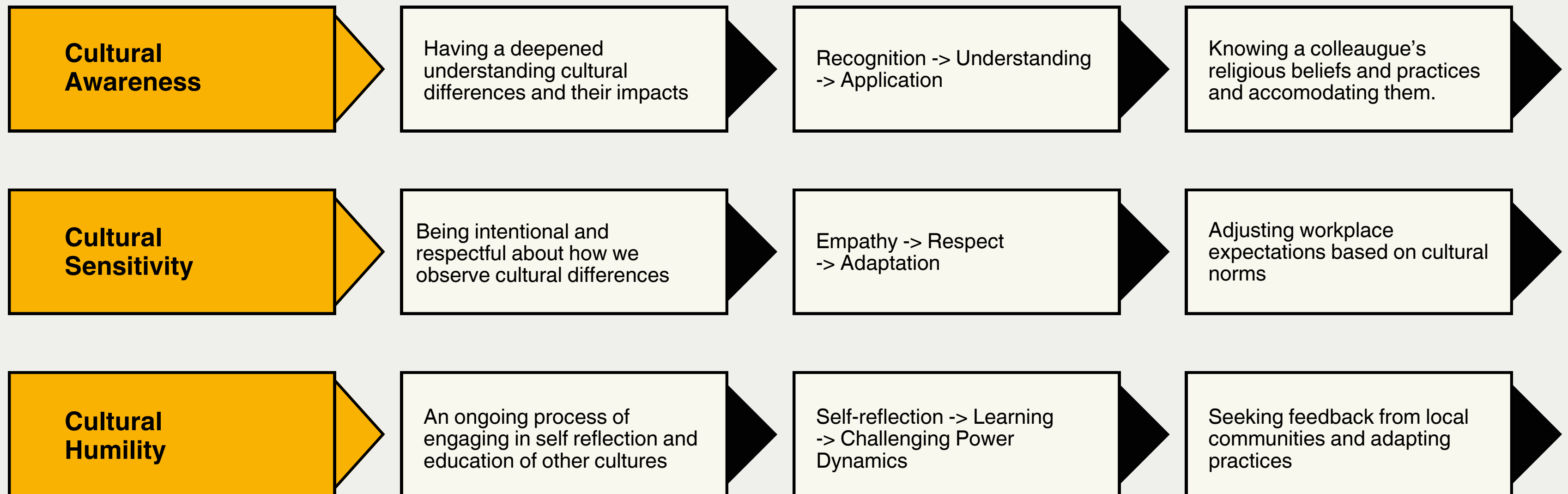
What is culture?

Culture put simply makes reference to a set of shared values, beliefs, norms, and practices that shape the ways that folks will engage within a group or more largely within a society. It is an incredibly complex system of meaning and behaviour that is inherited through generations

Component	How Its Defined	Examples
Values	The principles and/or standards that exist at the core what makes up the culture	Respect for elders, Collectivism vs. Individualism, Power distance, Cooperative vs Competitive,
Beliefs	Deep convictions and accepted truths that are upheld by individuals or groups	Religious, Health, Educational. Family Composition, Success
Norms	Behaviours and social rules that shape the way that people engage	Gender roles, Social Etiquette, Communication style, Relationship to time, Rituals and Traditions,
Customs	The traditional practices and rituals that are regularly observed	Festivals, Ceremonies, Ways of greeting, Everyday practices, Dining customs,

Some key concepts...

Our understanding of cultures and how and what we engage with within and around them are so deeply informed by our openness to diversity. This is one of the many ways that we can understand ourselves moving through and deconstructing our relationship to culture. We all start off at different parts of this continuum and often that will be informed by the culture we belong to. (Good for thought)



Intersectionality

A framework developed by Kimberlé Crenshaw that has been stretched to help us understand how multiple social identities like race, gender, sexuality, class, etc intersect to create a unique and personal experience of oppression and privilege

Aspect	Description	Example
Multiple Identities	The recognition of the multitude of social identities and the understanding that everyone has many that intersect	A low-income muslim woman living with disabilities faces religious, gender, socioeconomic. ability based discriminations
Complex Interactions	The knowledge of the fact that the identities that make up a person intersect to create a unique experience	Having to navigate, race, gender, and religious, biases in a professional setting
Social Justice	Addressing inequalities and inequities from an intersectional point of view	Allowing affected communities to create the policies that tackle barriers, biases, and oppressions withing the workplace

Diversity+

We often use the word diversity and Cultural Competency as a means to achieve diversity but its important to know that diversity is just the start of the conversation. The foundation that we build from.

Diversity - Concept

The existance of
different identities
perspectives, beliefs etc

Representation ->
Inclusion -> Equity

Recruiting a diverse
board of directors

Inclusion - Application

Creating systems and
structures in which
diverse indiv are valued,
integrated equitably and
can fully engage their
autonomy

Welcoming ->
Engaging -> Valuing

Ensuring that diverse
voices are represented
in decision making

Equity- Sustainability

Where fairness and
justice intersect to
ensure that folks have
the opportunities and
resources to achieve
similar outcomes

Fairness -> Opportunity
-> Advancement

Implementing policies to
support marginalized/
underrepresented
groups

Practical Application

During the next 30mins we will engage in small group discussions centered around exploring different ways that we can engage in self reflection. The goal is to create safe spaces to be radically honest and look inwards in a way that gives us the information to build our personal journey with building and reflecting on cross cultural competency. For report backs we will be focusing on hearing about your experience more than what you shared.

BREAKOUT ROOM #1

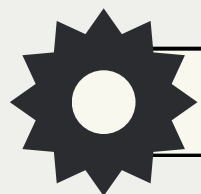
Interactive Self-
Assessment Quiz

BREAKOUT ROOM #2

Self-Reflective
Questions

BREAKOUT ROOM #3

Group Discussion on
Experiences



Feel free to jump around the breakout rooms and if you need any help please feel free to call us into the room

Debrief

Case Studies

The next 15 minutes will explore real-life case studies that highlight some general and simple case studies that highlight common issues in cultural competency. In your breakout rooms you'll have the chance to analyze these scenarios and propose your insights and perspectives. This activity is meant to be reflective and display our strength and weaknesses.

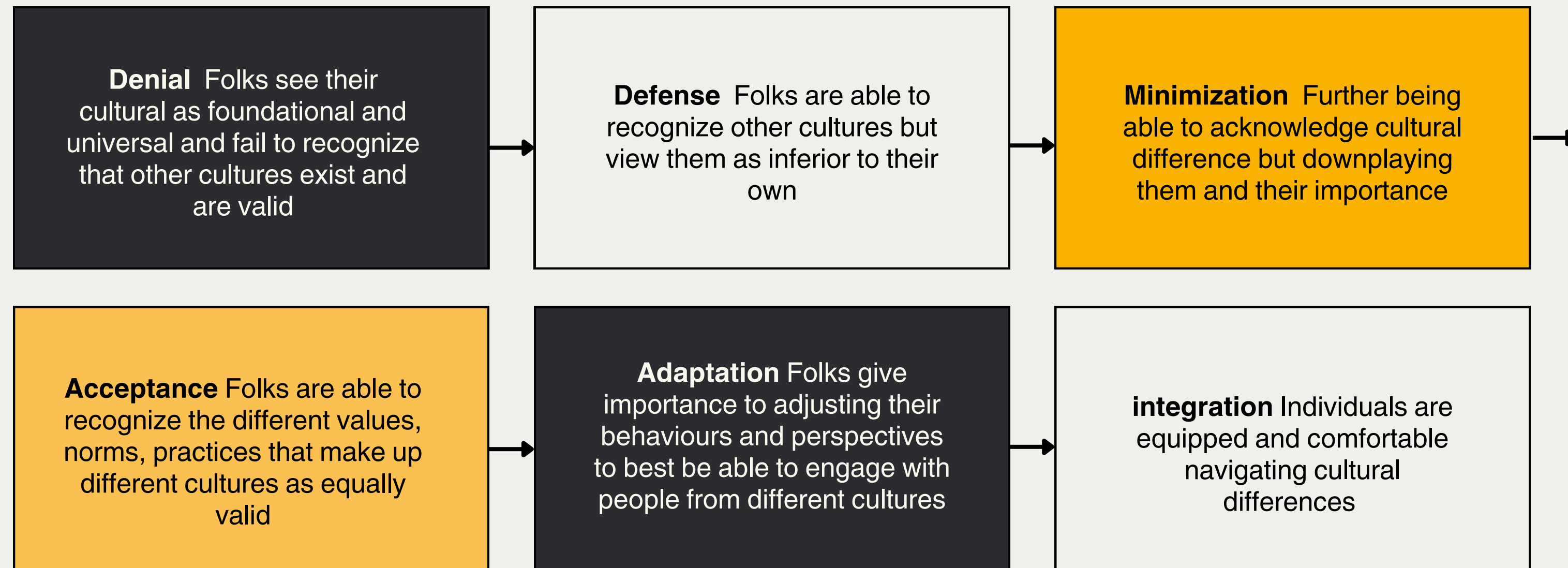
Building Skills

This must be a practice that we engage in continuously cultures are living beings that are always growing and so should our ways of learning and engaging.

Skill Area	Technique/Strategy	Example	Activity
Effective Communication	Using simple language	Using socially relevant aids for explanation	Practicing communication styles
Understanding Non-Verbal Communication	Work to recognize and recognize cues	Understanding direct eye contact vs indirect	Learning relevant non-verbal communication
Active Listening Skills	Demonstrate engagement, ask questions, show care	Paraphrasing what was heard to confirm understanding	Active Listening Exercises
Building Relationships	Intentionally establish real connections, engage in the community where appropriate, be reliable and accountable	Knowing when and how you can participate in local events	Building accountability procedures. Community engagement planning
Culturally Appropriate Engagement	Understand local protocols, build equitable partnerships, adapt communication styles	Addressing seniors first, knowing when to get food,	Cultural Etiquette workshop, Adapting comms styles
Adapting Practices	Thoughtfully incorporate local knowledge, develop culturally sensitive policies, ensure inclusive participation	Adapting project plans based on local traditions	Program design simulation, Policy Review Exercises

Bennett's Developmental Model of Intercultural Sensitivity (DMIS)

This framework is used to help us understand the ways in which individual experience and engage with cultural differences. It walks us through the journey from ethnocentrism to ethnorelativism showing us the process through which one can see themselves gain deeper cultural awareness and sensitivity.



Trompenaars' Model

This model studies and evaluates cultural differences through seven dimensions of culture that impact the way we engage with each other.

Universalism vs Particularism

The level to which a culture values rules or people. Universalist cultures prioritize shaping behaviours through rules, laws, norms and particularist cultures find relationships more important

Individualism vs. Communitarianism

Individualistic cultures will prioritize the individual experience while communitarian cultures are focused on the collective

Neutral vs. Emotional

The level to which a culture makes space for the expression of emotions. Neutral cultures have high control while emotional cultures have low control

Specific vs. Diffuse

The space to which cultures keep work life and personal life separate. Specific cultures keep them separate while Diffuse cultures blend them

Achievement vs Ascription

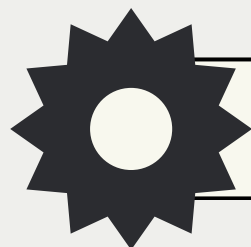
The achievement- oriented cultures give more value to personal achievement vs ascriptive cultures give more value to personal attributes and qualities

Sequential vs Synchronic Time

Sequential Time cultures focus on prioritize the strictness punctuality and schedules and Synchronic Time allow time to be flexible

Internal vs External Control

Internal control cultures tend to try and influence outcomes while while the external control seeks to adapt to circumstances



Where do your personal cultural practices fall on these dimensions?

Hofstede's Cultural Dimensions

Analyze's cultural differences through the following six dimensions helping us understand the ways in which a cultures values and beliefs affect the behaviour of those within that culture

Dimension	Description	Implications
Power Distance	The ways in which power may be distributed unequally and the level to which members of a society accept that inequality	When a culture is high power distance there is an expectation of hierarchical structures while low power distance cultures prioritize establishing equality
Individualism vs. Collectivism	The level to which people in a society will prioritize themselves over the collective	Individualist cultures value personal success and collectivist cultures prioritize the community and its wellbeing
Masculinity vs. Femininity	A society that builds itself on principles based on the attribution and seperation of qualities and expectations based on gender	Patriarchal societies will prioritize competitiveness and achievement while matriarchal societies emphasize care and collaboration
Uncertainty Avoidance	The level at which a society are tolerant of of uncertainty/ambiguity	High uncertainty avoidance cultures will prefer building structure while the opposite embrace ambiguity
Long Term vs. Short Term Orientation	The way in which a society focuses and/or prioritizes the future rewards vs. present and past	A long-term culture will prioritize things like tradition, resilience, and adaptability while a short-term cultures are more focused norms, the past, immediate results
Indulgence vs. Restraint	The level as which societies allow or control the gratification of desires.	Indulgence cultures will prioritize optimism, freedom, personal choice and leisure while restraint cultures prioritize conformity, caution, control, and caution

Self-Assessment and Reflection

This is by no means an exhaustive checklist of questions or themes that we can and should be exploring while establishing our personal understanding of how engage with our own culture and those of others.

Cultural Awareness	Communication Skills	Non-Verbal Communication	Active Listening	Empathy and Respect	Building Relationships	Adapting Practices
<p>Do I understand the basic values of the cultures that I engage with?</p> <p>Have I intentionally put time into having a deepened understanding?</p> <p>Have I done my research?</p>	<p>Do I make sure to adapt the way I communicate to the cultural context I'm engaging with?</p> <p>Do I check in to see if I am being understood?</p> <p>Do I use clear language?</p>	<p>Am I aware of the diverse non verbal communication norms in other cultures?</p> <p>In what ways do I already engage in non-verbal communication?</p> <p>Am I working to integrate diversity into how I communicate?</p>	<p>Do I listen to understand the person I am talking with or to respond?</p> <p>Do I ask clarifying questions to ensure I've understood?</p> <p>Am I reflecting on what I'm hearing?</p>	<p>What does respect look like to the cultures I engage with?</p> <p>Do I engage different cultures with sensitivity and respect?</p> <p>Am I open to learning the perspectives of people from other cultures?</p>	<p>Do I build real and /or deep relationships with people from diverse cultures?</p> <p>Am I ready to be reliable and accountable?</p> <p>Have I worked to understand what is right and appropriate?</p>	<p>Do I adapt projects or my ways of work to the local cultures?</p> <p>Am I actively accountable?</p> <p>What and who do I prioritize in my practices?</p>

Building and ongoing journey...

Building cultural awareness and sensitivity has to be an ongoing journey, in fact it is the foundational principle on which being in this process is built. Here are some of the practices you can have in your toolbox to navigate and grow your journey:

Egage in continuous education

Read, attend workshops, actively engage in spaces where you can learn from the culture

Reflective Practices

Create feedback and accountability structures, keep a journal

Practice Accountability Practices

Practice active listening skills and build and test different accountability structures

Network and Engage with Diverse Groups

Join, volunteer, collaborate with diverse community groups where available

Self-Assessment and Reflection

Do personal/org/project SWOT analysis, build SMART goals

Develop a Learning Plan

Develop a timeline, build in moments of reflection, resources, and supports

Implement and Monitor Progress

Move through your learning plans while consistently reviewing and understanding feedback

Reflect and Update/Adapt

Think about what is working or not and adjust the plan, goals, engagement styles accordingly

Q&A

CONCLUSION

The ARC Hub has many exciting things coming up so stay tuned through our website, social media, and newsletter

Roster of Experts & Resource Library

Annual Report & Signatory Period

Newsletter and Website

- Case Studies
- Building Organizational Anti-Racism Policies - **August 8th**
- Cooperation Canada Futures Forum - **Oct 8-10**
- ARC Hub Office Hours **every last Tuesday of the month**
- BIPOC Community Check-Ins - **Coming Soon**

POST-EVENT SURVEY

Please take a moment to fill out our post-event survey!



THANK YOU!

The ARC Hub is hosted by Cooperation Canada and funded by Global Affairs Canada.

