



Learning Community Pt. 1 Key Takeaways

Cultural Competence < Cultural Humility and Responsiveness

This Learning Community will focus on learning how to demonstrate cultural humility and responsiveness in organizational culture, Mental Health practices, service provision, and strategies. Participants will learn to acknowledge and improve awareness about decisions, actions, and policies that are shaped by their personal cultural perspective. The goal is for participants to develop an orientation and active engagement towards increased understanding and the process of transitioning to more open and understanding workplace environments.

- Learn ways to validate the experience of others while identifying your own “blind spots” to increase empathy for those we serve.
- Acknowledge the need for cultural awareness and understanding, through self-reflection to create change and more supportive workplace environments.
- Develop the ability to reframe interactions with others as one of collaborative equals.

“Cultural differences should not separate us from each other, but rather cultural diversity brings a collective strength that can benefit all of humanity.”- Robert Alan

Diverse Tapestry

Tell me some things about you that I can't find out on Google...

Relationships are externally facing but its successes require internal work

Reflective Question: How do you add the diverse tapestry of the Northwest BH providers?

Cultural Competence

“Respecting differences”: What does that mean to you?

Reflective Question: What is Cultural Competence? What if you respect yourself but no one else respects you? What are some quotes you know about respect?

POWER

Reflective Question: How does power impact culture? What kind of power do you have?

Cultural Humility and Awareness



“Cultural humility means admitting that one does not know and is willing to learn from patients about their experiences, while being aware of one's own embeddedness in culture(s). While competence suggests mastery, humility refers to an intrapersonal and interpersonal approach that cultivates person-centered care.” -National Institute of Health

“I’m curious about who you are.” vs. “I know who you are already.”

Cultural Tailoring

Every person needs a unique and personalized approach to being engaged: This takes more energy AND awareness to begin thinking about the identity and culture of the person you’re interacting with.

Self-awareness: Recognition of who we are leads to acceptance of others

Positionality: What are the OTHER factors impacting their cultural expression?

Empathy

5 Ways to Build the SKILL of Empathy

1. **Actively listen** to understand others' perspectives without judgment or interruption.
2. **Acknowledge and validate** diverse experiences and emotions without minimizing or dismissing them.
3. **Cultivate curiosity** about others' backgrounds, experiences, and challenges to foster deeper understanding.
4. **Practice perspective-taking** by putting yourself in others' shoes to empathize with their feelings and needs.
5. **Take proactive steps** to address systemic barriers and inequalities by advocating for inclusive policies and practices.

Questions for Reflection: What is empathy? How do I think about empathy? As a soft or hard skill? How do I practice empathy? How do I model empathy currently? Where can I improve?

Resources

Diversity Fatigue: <https://pubsonline.informs.org/doi/10.1287/orms.2024.01.04/full/>

The Center for Cultural Humility at Cal Berkeley (CHUM): <https://www.humilitycenter.org/>



Contact Info

Lamarr E. Lewis

www.lewisfamilyconsulting.net

Northwest MHTTC

<https://mhttcnetwork.org/center/northwest-mhttc/>

Notes