

# Culturally Informed Crisis Support



Kira Mauseth, Ph.D.

Astrum Health, LLC  
[www.astrumhealthllc.org](http://www.astrumhealthllc.org)  
[drkira@astrumhealthllc.org](mailto:drkira@astrumhealthllc.org)



Salsabiel Alzubaidi, M.A.

Northwest MHTTC  
June 2024

# Agenda

**01**

**Self-  
awareness of  
cross-cultural  
knowledge  
gaps and  
biases**

**02**

**Cultural  
insights into  
crisis support  
work**

**03**

**Power  
dynamics in  
provider-client  
relationships**

**04**

**Inclusive  
policies and  
practices  
within the  
organization**

# Self-awareness

Where are my knowledge gaps and how do I find and fix them?

What are my biases and how do I address them in my work with others?



# Navigate Your Self-Awareness Journey: Essential Tools for Discovery and Growth

**Social Location**

**Cultural  
Understanding Map**

**"Surfacing  
Assumptions" tool**

**Reflection as a tool**

# Understanding Identity

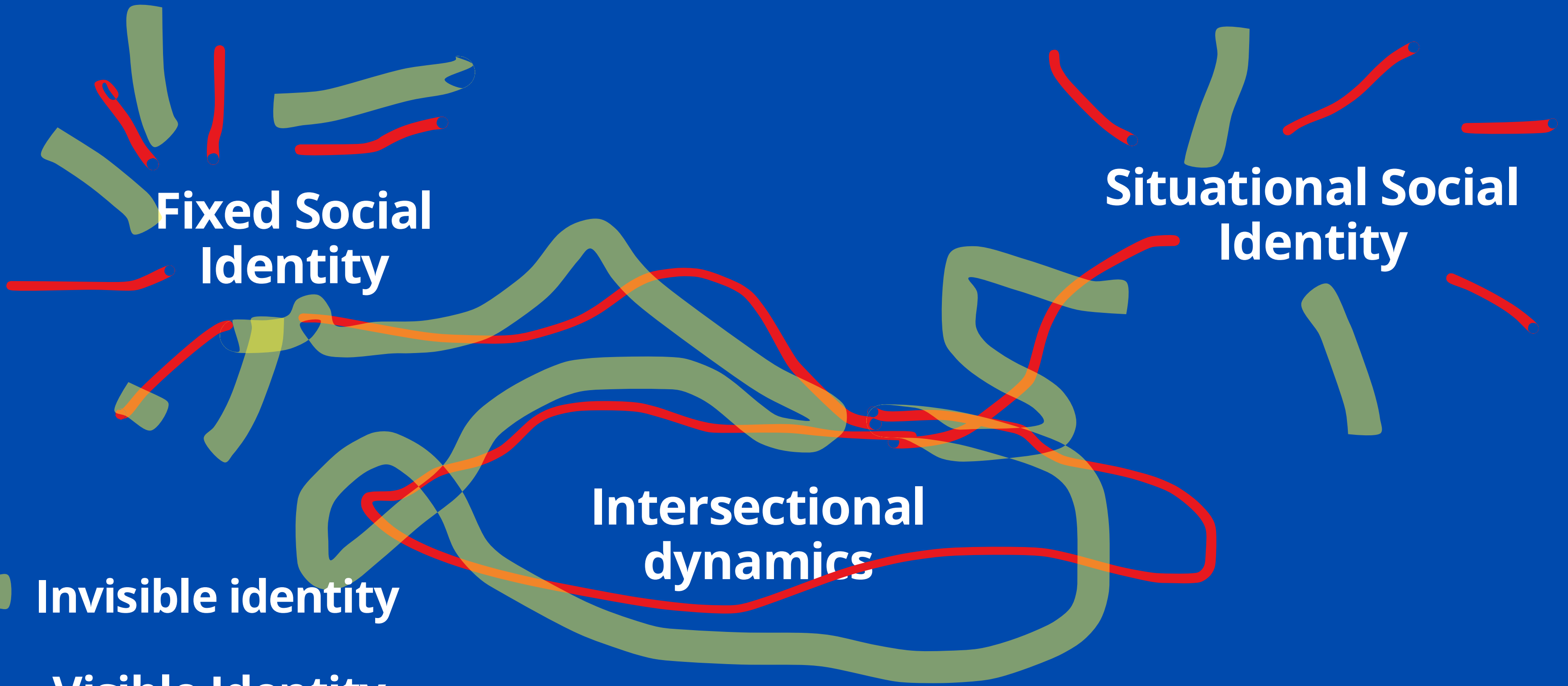
**Fixed Social  
Identity**

**Situational Social  
Identity**

**Intersectional  
dynamics**

**Invisible identity**

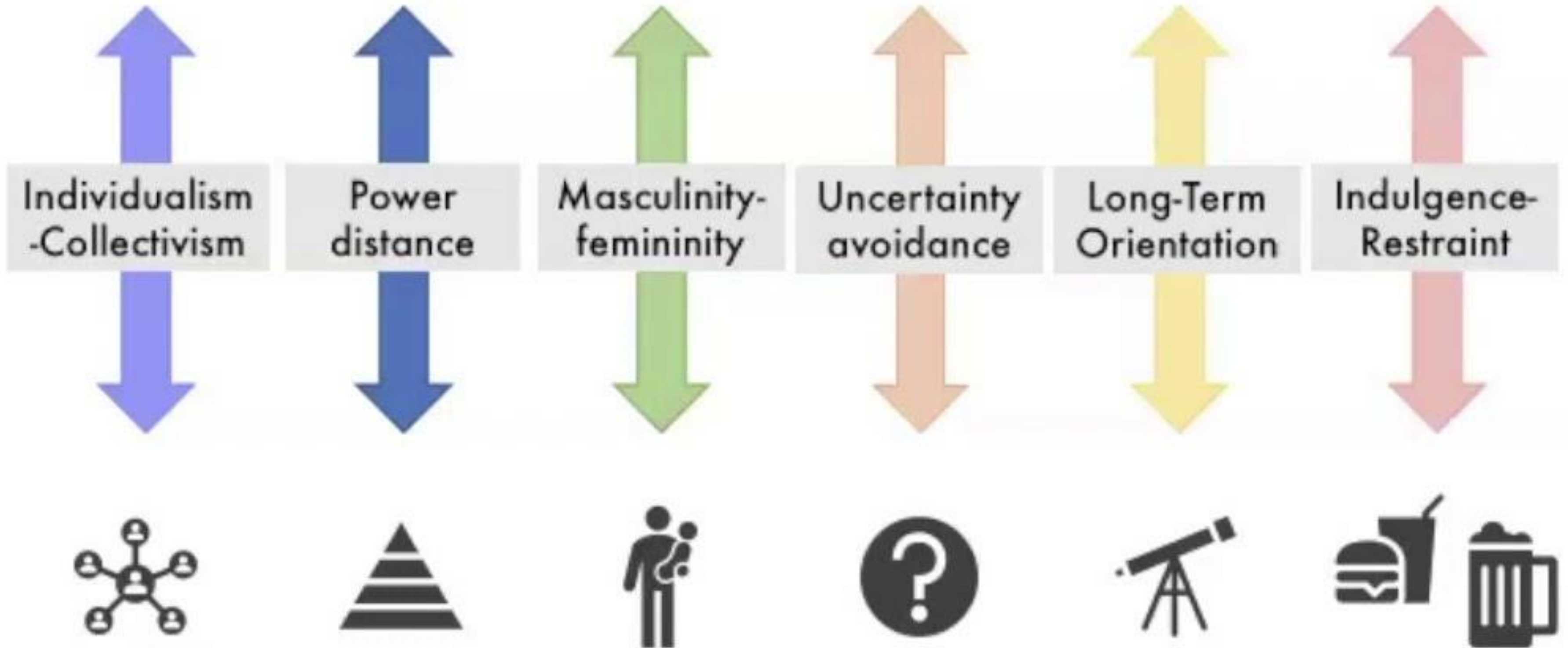
**Visible Identity**





**Social identities and culture are interconnected, each influencing the other in a complex dynamic.**

# Geert Hofstede's Cultural Dimensions Theory





# Integrating cultural insights into crisis support



# Key considerations

- 1 Emergency plans and communications
- 2 Use of terms & labels
- 3 Translation services
- 4 Coping skills and mechanisms
- 5 Appropriate recommendations



# Health Support Team examples





# Power Dynamics

Recognizing and  
addressing power  
dynamics in provider-  
client relationships

# **Types of Power**

**Titles, honorifics**

**1**

**Access to  
resources,  
including  
information**

**2**

**asking more than  
telling**

**3**

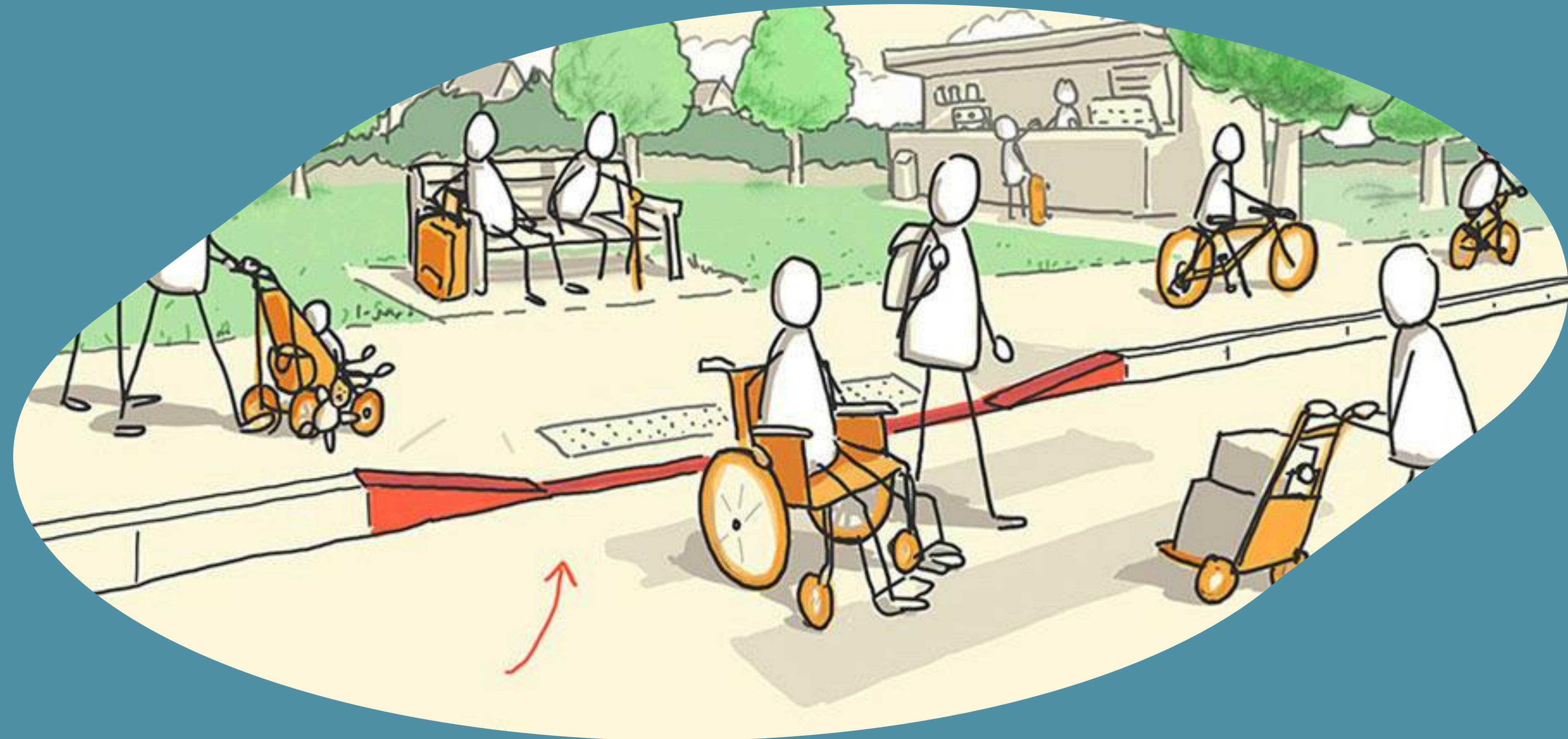
**assumptions about  
agreement**

The background features a stylized illustration. On the left, a large, dark teal shape with curved lines suggests a person's profile or a large object. To its right, a dark teal megaphone is shown with three curved lines radiating from its horn, indicating sound or communication. Below the megaphone, several stylized human figures are depicted using simple geometric shapes: circles for heads and lines for bodies. The figures are in various colors, including teal, orange, and dark teal. The overall style is modern and graphic, set against a light yellow background.

# Advocacy

Inclusive practices and policies  
within organizations

# The "Curb Cut" Effect

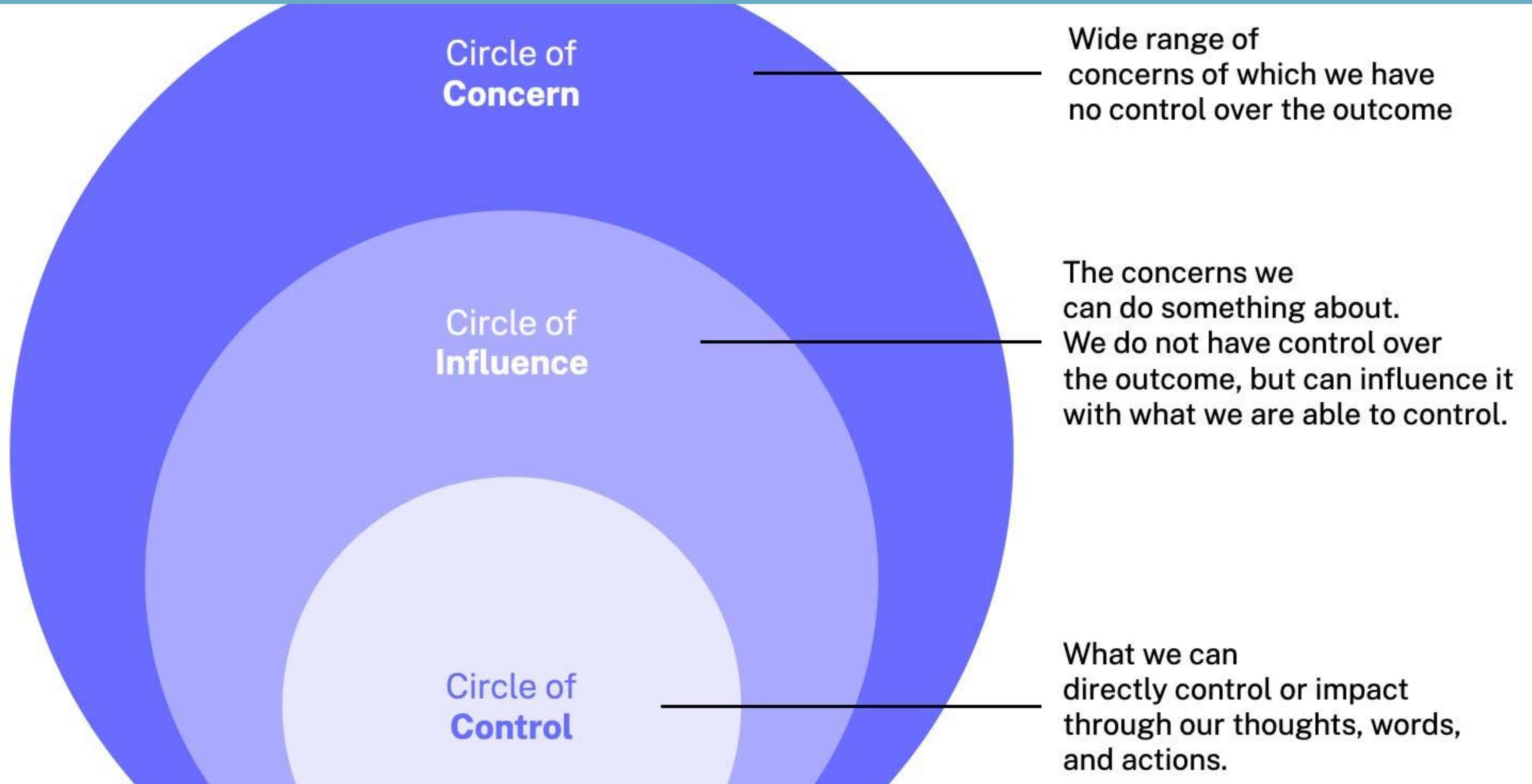


**"Recognize your unique circle of influence and focus your efforts where you can drive the most change."**





# The Circle of Influence framework



**"Effective advocacy is about staying engaged and being consistent in every action, big or small."**



thank you

tusind tak  
謝謝 dakujem vám  
ありがとう  
ngiyabongga

dziękuję  
merci  
baie dankie  
धन्यवाद molte grazie

suksema  
danke  
gracias  
obrigada  
obrigado  
teşekkür ederim  
tack så mycket

takk  
شكرا  
gràcies  
tänan  
dank u  
mahalo  
teşekkür edire

# QUESTIONS

