

The Importance of Race, Ethnicity and Cultural Competence

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&

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Who is The Diversity Center of Northeast Ohio?

Guidelines

Active Participation

Honesty, Openness and Candor

Confidentiality

Listen First for Understanding; not Rebuttal

Take Individual Responsibility

Respect the Opinion of Others

Trust the Process

There will be Unfinished Business

The Business Case for Diversity

“It is the exchange of ideas from a diverse workforce that fuels the future growth opportunities of the company...”

---Norma Curby, Vice President, Strategic Planning, Quality Float Works

<http://www.industryweek.com/PrintArticle.aspx?ArticleID=17033>

What is CULTURE?

What does cultural competency mean?

Cultural Competency

“Cultural competency acknowledges and incorporates at all levels the importance of culture, the assessment of cross cultural relations, vigilance toward the dynamics that result from cultural differences, the cultural knowledge, and the adaptation of services to meet culturally specific needs.”

How do we effectively implement our knowledge of cultural competency?

By understanding that...

- It is a balancing act between applying knowledge, facts, and statistics but not reproducing stereotypes or making assumptions
- Is a continuing process, not a state of being
- Culture is dynamic that is always changing
- It is integral to continue our skill building as professionals and to learn information that helps one to act in a culturally competent manner in daily interactions.

In Practice, Cultural Competence must always consider...

- Lived experience (Personal Context)
- Identity as multi-faceted (Not all “Latinos” are the same)
- Current societal structures and the way they influence individual experiences differently (i.e. access to health care, educational systems)
- Historical context (Historical inequities and privileges)
- The impact of our own personal assumptions, beliefs and values

Cultural Conventions Simulation

Divide into groups of 5-7 people

Read your **Top Secret!** Instructions

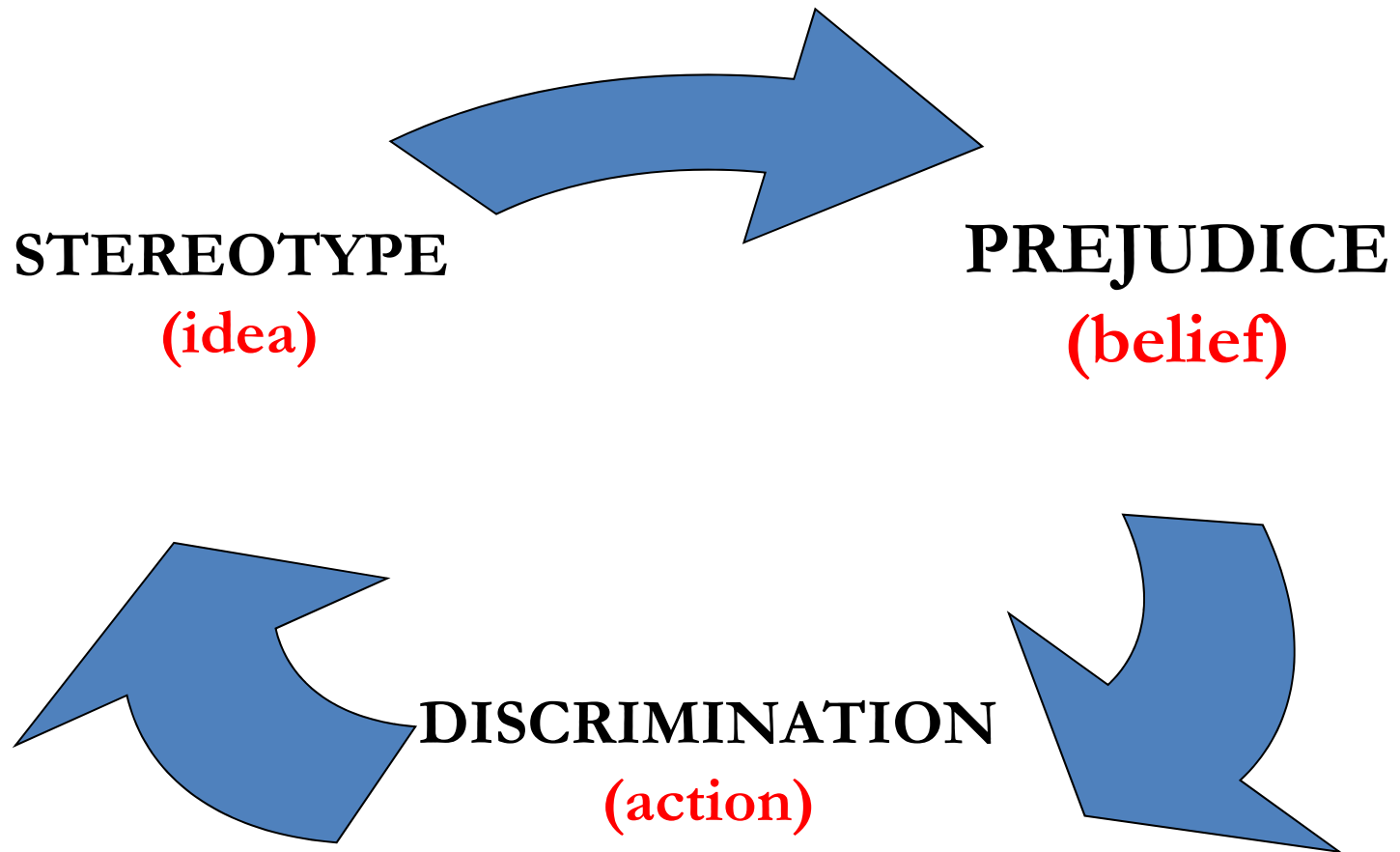
Talk to the people in your group—

- Try to get to know each person's name,
- What they do, and
- Something else about them such as why they're here, or why they like their job.

Don't forget to follow your instructions!

Activity: Cultural Hooks

Cycle of Oppression



Best Practices and Discussion

Deborah A. Bridwell
Greater Cleveland Partnership

Charmaine Brown
Forest City

Pat Ferry
American Greetings

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