

Indiana Youth Institute Webinar April 9, 2009
"Addressing Kids' Needs Across Cultures"

Instructor: Debra Jarvis

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Session Description: This session opens the door to conversations about how an organization or individual may unintentionally use discriminatory language, practices or programs that may effect their ability to meet kids needs. Explore how stereotypes and misinformation develop and begin to move from these misperceptions to valuing diversity and the benefits it brings to organizational and personal effectiveness will be addressed. Participants will:

- Develop an understanding of how unintentional biases of clients and staff may affect relationships and work performance.
- Gain skills to facilitate conversations with each other and clients that recognize, acknowledge and appreciate different perspectives
- Learn techniques for resolving conflicts related to diversity issues and how to build bridges with different groups

About the Instructor: Debra Jarvis's expertise includes organizational development, intercultural development and assessment, leadership education and training, program and curriculum development, strategic planning, and facilitating union/management relations. She is a former executive board member of Healing Racism/Chicago Southland and volunteers as a race relations study circle facilitator in Indianapolis. Debra served 25 years in the fire service with eight years as fire chief and has over 15 years experience in consulting and training with numerous emergency service, non-profit and volunteer organizations such as FEMA's National Emergency Training Center, IUPUI and Peace Learning Center. Her education includes a Harvard fellowship in the Senior Executives in State and Local Government program, a Master's degree in Leadership Studies and a Bachelor's degree in Management.

Additional Qualifications and Presentations:

- Qualified by Dr. Mitch Hammer to administer the Intercultural Development Inventory (IDI) cultural competence assessment instrument.
- Qualified as Race Relations Study Circle Facilitator through St. Luke's UMC, Indianapolis.
- Qualified trainer of Dr. Steve L. Robbins program for *Healing Racism*
- Qualified trainer for *Valuing Diversity*, through the National Coalition Building Institute's (NCBI) training model specializing in children and adult public sector diversity and violence prevention training.

Resources recommended by Webinar 4-9-09 Participants

In this section are suggestions from Webinar participants, as well as some answers to questions that arose. In addition, the last 3 pages also provide additional resource and reference information. Thanks to everyone who participated. Best Regards, Debra Jarvis

Karen Glaser

Zink the Zebra is an organization that we've used for programming for kids.

Deborah Petersen

Unitarian Universalists have a wonderful Multicultural Curricula which includes "Rainbow Children."

Jill Frey

Zink the Zebra is available online at www.zinkthezebra.org

Dawn BonAmi

The following was required by BSU's Master's Program and has proven to be a great resource -Native American African American, Native Indiana etc are discussed: Guy, T. (Ed.). (1999). Providing culturally relevant adult education: Challenges for the Twenty-First Century. New Directions for Adult and Continuing Education, No. 82. San Francisco, CA: Jossey-Bass.

Questions/Comments from Webinar participants with follow-up answers

Jill Frey had a great quote I may use in future presentations. She wrote in "*Equal does not mean that everyone is treated the same. Equal means everyone's needs are met.*"

Thanks to Scott Semester who found the Harvard IAT test website address which is <http://implicit.harvard.edu>

The question was asked about whether the Green Circle program is still in use. I found a Girl Scout website that mentions the program at:

http://www.girlscouts-rainforest.org/in_the_know.php?section=in_the_know&page=in_the_know_2

One participant is looking for web sites that give information regarding how various cultural groups communicate and how we should communicate with them...gestures, eye contact...any quick info on that. Below are 3. I also offer an 8-hr workshop that covers cultural clues for several ethnicities. Contact the Peace Learning Center for scheduling classes.

- *Culture Clues*, health care tip sheets developed by the University of Washington Medical Center <http://depts.washington.edu/pfes/cultureclues.html>
- *Cultural Cues, A Resource Guide for Service Providers Working with Calgary's Culturally Diverse Seniors*. http://www.calgary.ca/docgallery/bu/cns/cultural_cues.pdf (although this says it's for seniors, it applies to many age groups).
- National Center for Cultural Competence at Georgetown University <http://www11.georgetown.edu/research/gucchd/nccc/index.html>

One participant is looking for established organizations in Indiana that serve as cultural liaisons/guides for individuals of another culture.

- The International Center of Indianapolis <http://www.icenterindy.org/>
The International Center of Indianapolis (ICI) helps the greater Indianapolis community to welcome and connect people of all cultures. Programs and services reflect their values: to understand, promote and celebrate cultural diversity, to demonstrate uncompromising readiness to assist people facing cultural challenges, to create a community that embraces and values people from diverse cultural backgrounds and improve our community by enabling individuals we serve to contribute proactively and productively.

Another resource to try is the international student exchange programs at the nearest university. The web address for Indiana and Purdue University is <http://www.cla.purdue.edu/icce/>

A couple participants asked for the reference source for white/black wealth disparities, as well as the media depicting people of color more often in negative situations.

- Paper on race affecting pensions/investments and wealth disproportionality
http://books.nap.edu/openbook.php?record_id=9719&page=93
www.chicagofed.org/publications/economicperspectives/2000/Epart3.pdf
http://papers.ssrn.com/sol3/papers.cfm?abstract_id=955856
- Statistics on media and it's portrayal of black Americans
<http://racerelements.about.com/od/stereotypesmentalmodels/a/blackimage.htm>
<http://www.press.uchicago.edu/presssite/metadata/epl?mode=synopsis&bookkey=33981>

Intercultural Development Resources

Resources Specific to Kids Intercultural Development

- *Not in Our Town* – community response to hate crimes program <http://www.pbs.org/niot> This website has teacher/classroom guides
- *Teaching Tolerance* <http://www.tolerance.org/>. This website has a large number of resources

Adult Development, Education and Training Resources

- Everyday Democracy Study Circles – 6wk curriculums (6-two hour sessions) on community issues such as diversity, race relations, immigration, etc. (<http://www.everyday-democracy.org>)
 - St. Luke's UMC provides Race Relations study circles. Contact thornej@stlukesumc.com
- Intercultural Development Inventory (IDI) certification training for assessing individual and organizational cultural competence. Contact: debra@idiinventory.com. For assessment services contact debrajarvis@earthlink.net
- Intercultural Conflict Style Inventory for assessing conflict resolution abilities in different cultures debrajarvis@earthlink.net
- Project Implicit® <http://implicit.harvard.edu> This is a Harvard on-going research project. This web site presents a method that demonstrates the conscious-unconscious divergences much more convincingly than has been possible with previous methods. This new method is called the Implicit Association Test, or IAT for short. You can take the “test” at no charge as part of their research and receive feedback on your score.
- National Center for Cultural Competence at Georgetown University <http://www11.georgetown.edu/research/gucchd/nccc/index.html>
- National Coalition Building Institute - diversity training (www.ncbi.org)
- Intercultural Communications Institute - <http://www.intercultural.org/>
- National Multicultural Institute for listing of numerous training programs www.nmci.org
- *The Forum* Landmark Education for self-awareness and leadership training www.landmarkeducation.com
- *Not in Our Town* – community response to hate crimes program <http://www.pbs.org/niot>
- National Virtual Translation Center <http://www.nvtc.gov/>
- Language Line Services <http://www.language-line.com>
- Racial Equity Tools www.racialequitytools.org

Books

- *Letters Across the Divide: Two Friends Explore Racism, Friendship, and Faith* by David Anderson and Brent Zuercher
- *Outliers* by Malcomb Gladwell
- *Three Cups of Tea* by Greg Mortenson
- *Amish Grace* by Donald B. Kraybill, Steven M. Nolt and David L. Weaver-Zercher.
- *Kiss, Bow or Shake Hands, 2nd Ed* by Terri Morrison and Wayne A. Conaway
- *Organizational Culture and Leadership, 3rd Ed.* By Edgar H. Schein
- *Leadership on the Line: Surviving the Dangers of Leadership* by Heifitz & Linsky
- *Harvard Business Review on Managing Diversity* (compilation of HBR articles).

Magazines Articles, Pamphlets

- Diversity Inc. Magazine, www.diversityinc.com
- *People of African-American Heritage*, Campinha-Bacote, J. (2008). In L. Purnell and B. Paulanka (Eds.), *Transcultural Health Care: A Culturally Competent Approach* (3rd edition), PA: F.A. Davis.
- *Multicultural health psychology: Special topics acknowledging diversity*, Lesiw, M. K. (2001). New York, NY: Allyn & Bacon
- *Building Inclusive Communities: An Action Guide for City Leaders* by the Minnesota League of Cities <http://www.lmnc.org/pdfs/BldgInclComm.pdf>
- *Cultural Cues, A Resource Guide for Service Providers Working with Calgary's Culturally Diverse Seniors.* http://www.calgary.ca/docgallery/bu/cns/cultural_cues.pdf
- *101 Ways to Combat Prejudice* (<http://www.adl.org/prejudice/default.asp>)
- Harvard article about Safety and the Male Culture, *Manly Men, Oil Platforms, and Breaking Stereotypes* by Sarah Jane Gilbert 11-27-06 Harvard Business School Working Knowledge Newsletter <http://hbswk.hbs.edu/item/5515.html>
- *Ten Things Everyone Should Know About Race* (http://www.pbs.org/race/000_About/002_04-background-01.htm)
- *How Different are We?* (http://www.pbs.org/race/004_HumanDiversity/004_00-home.htm)
- *Culture Clues*, health care tip sheets developed by the University of Washington Medical Center <http://depts.washington.edu/pfes/cultureclues.html>
- National Standards on Culturally and Linguistically Appropriate Services (CLAS) for Health Care <http://www.omhrc.gov/templates/browse.aspx?lvl=2&lvlID=15>
- "Culturally Competent Healthcare Systems" American Journal of Preventative Medicine 2003;24. <http://www.thecommunityguide.org/social/soc-AJPM-evrev-healthcare-systems.pdf>

Cultural Differences: Did you know?

- American individualism may not be understood by 1st or 2nd generation immigrants.
- Publicly commenting or talking about the good qualities or actions of someone when they are present is not recommended in the Muslim or Chinese culture.

- Making an argument based entirely on quantifiable data is not convincing to some cultures and that the primary source of truth about a topic or situation is based on a person's feelings.
- Seeking harmony and conformity or saving face is more important in some cultures than exposing the truth.
- Making eye contact or cross-gender touching in some cultures is considered offensive or disrespectful.
- It is important to check with a specific culture before choosing the color of wrapping paper for a gift (e.g. white paper signifies funerals or death for older people of Chinese decent).
- In some cultures, you should arrive 1-3 hours late for dinner invitations or parties.
- There is a difference between a translator and an interpreter.
- People may feel more at ease and willing to cooperate with you if they see someone who looks like them with you.
- People who have special needs do not like labels (e.g. do not say she is a schizophrenic, but rather she has schizophrenia).
- Targeting career or job recruitment to the parents in some cultures is a more effective recruitment tool than marketing to the younger people (e.g. some Middle Eastern or Asian cultures).
- There is no such thing as one type of gay lifestyle any more than there is one type of heterosexual lifestyle.
- Laughing or making light of a situation may be interpreted as disrespectful.
- Some seniors may delay calling for an ambulance because they fear they may never return home again.

These are just a few examples where an understanding of these differences or diversities can lead to programs, services and or practices that will enhance customer service. Be sure to speak with the community leaders in your area to find out more specifics on the cultural norms in different groups.

"When I let go of what I am, I become what I might be." Lao Tzu, Philosopher 6th Century BC