

IMPLICIT BIAS AND CULTURAL HUMILITY

DESIGNED AND PRESENTED BY LEARNING DYNAMICS



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- Learning Consultant with Learning Dynamics since 2009
- Facilitated Leadership programs in the US and internationally
- Previously facilitated WIC conferences in North Carolina

OBJECTIVES

- Increase your awareness of how implicit bias impacts your interaction with others
- Identify strategies to overcome personal biases
- Apply the dimensions of diversity to partner with WIC participants
- Understand and develop Cultural Humility
- Develop strategies to maintain a culturally competent organization



THE ELEVATOR

links to the videos are on the last page



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CULTURE



“Culture is defined as the total way of life of a people, composed of their learned and shared behavior patterns, values, norms, and material objects.”



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DATA REVEALS CULTURAL STORY

- ❑ Minorities will become the majority by 2050
- ❑ U.S. School Enrollment Hits Majority-Minority Milestone
- ❑ 1 in 5 Americans has a disability
- ❑ The number of Americans ages 65 and older is projected to nearly double from 52 million in 2018 to 95 million by 2060
- ❑ Racially Diverse Teams Outperform Non-Diverse Teams by 35%



DIVERSITY WITHOUT ADVERSITY

Old Views

- “Melting Pot”
- Assimilation
- Blending
- Blending In

New Views

- Multi-Culturalism
- “Salad Bowl”
- “Mosaic”
- Celebration of Cultural Differences
- Inclusive
- Belonging



CULTURAL COMPETENCY

❖ Cultural Competency - A list of behaviors, attitudes, and policies that come together in a system, agency, or among providers that enables that system, agency, or providers to work effectively in cross-cultural situations.



BENEFITS OF CULTURAL COMPETENCY

Diverse cultural perspectives can inspire creativity and drive innovation

Local community knowledge and insight makes an organization more effective and productive

Cultural sensitivity, insight, and local knowledge means higher quality, targeted marketing

Drawing from a culturally diverse talent pool allows an organization to attract and retain the best talent

A diverse skills base allows an organization to offer a broader and more adaptable range of services

Diverse teams are more productive and perform better

Greater opportunity for personal and professional growth



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CULTURE SHOCK

What is culture shock?

Culture shock is a term used to describe what happens to people when they encounter unfamiliar surroundings and conditions.



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BARRIERS TO CULTURAL COMPETENCY

Racism

Prejudice

Discrimination

Stereotypes

History

Biases

Cultural

Assumptions

Language

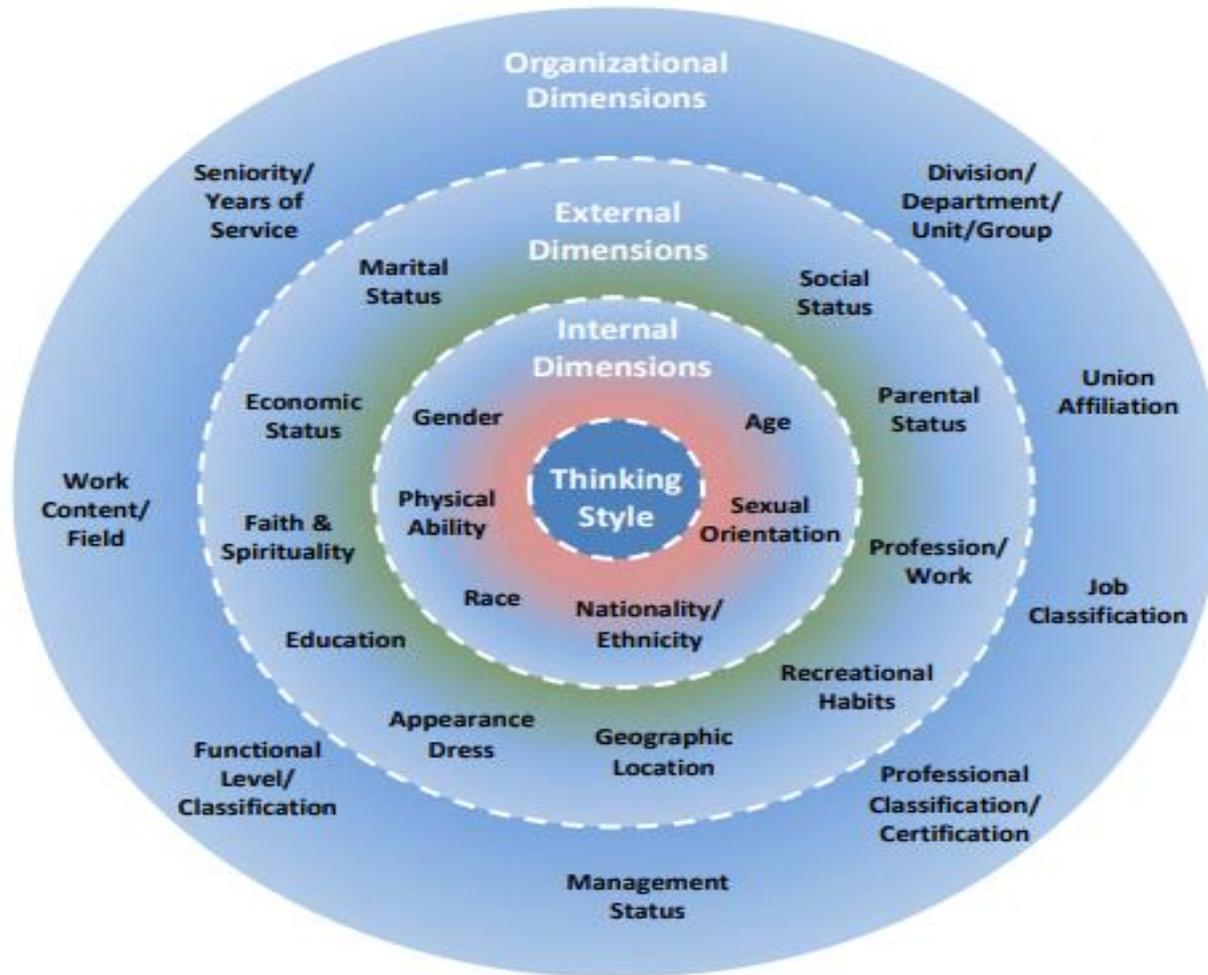
Differences

Intolerance



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DIMENSIONS OF DIVERSITY



GUESS WHO?



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ASSUMPTIONS



WHAT assumptions do we make about people?



WHY do we come to the conclusions we do?



WHEN do we tend to make these assumptions?



WHERE can this cause us difficulties?



HOW can we stop ourselves doing this?

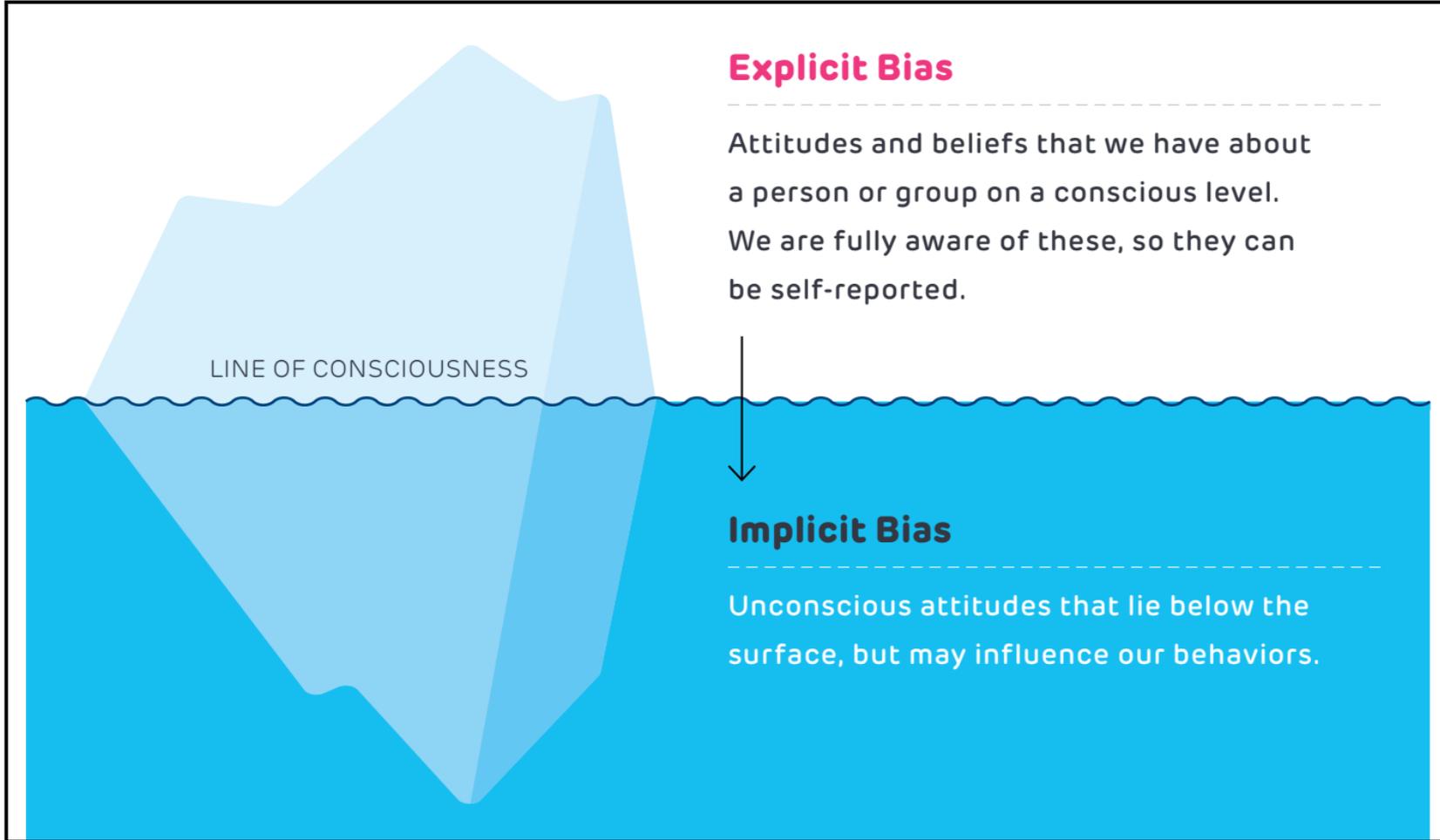


WHO does it and who does it affect?



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BIAS DEFINITIONS

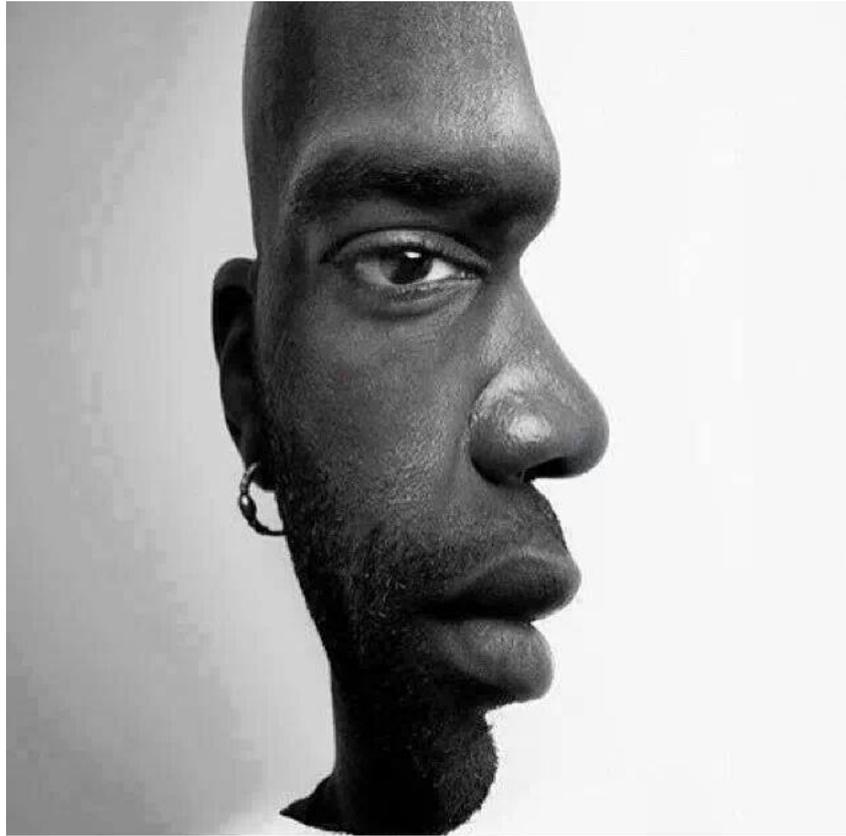


IMPLICIT BIAS HAPPENS UNCONSCIOUSLY



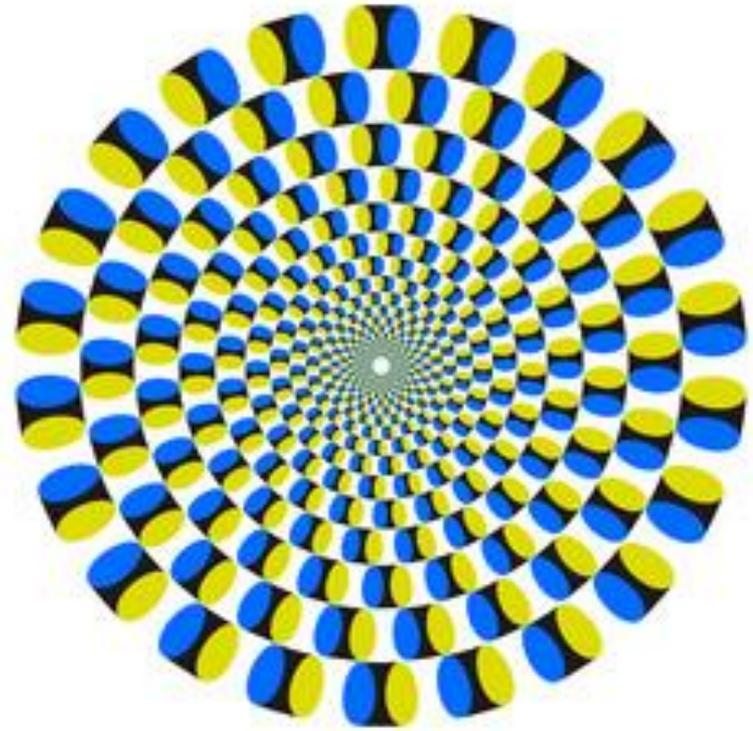
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WHAT DO YOU SEE?



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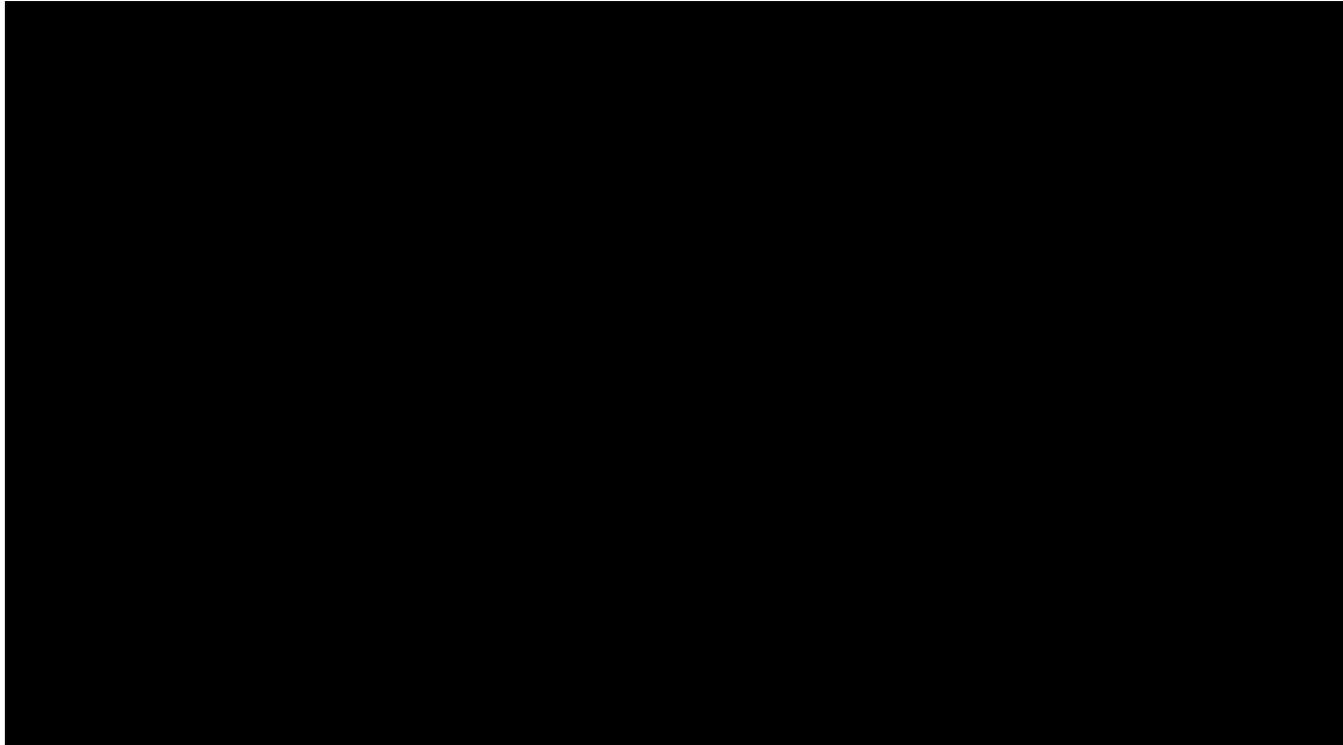
WHAT DO YOU SEE?



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HOW DOES BIAS SHOW UP?

links to the videos are
on the last page



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EXPLORING OUR BIAS: IT STARTS WITH YOU

- ❖ Think about the people who don't speak my language as an intact group of people. They could be people who speak Spanish, or people who speak one of the African country dialects (e.g., Somali).

- ❖ On the lines below, think about the first characteristics that come to your mind when you try to describe these groups. Next, consider what information you have based this description on.

Characteristic

Source of Information

_____	_____
_____	_____
_____	_____



EXPLORING OUR BIAS: IT STARTS WITH YOU

- ❖ Imagine that you were in a situation where you had to be alone in a room with a few people of that group. Think about the first feelings that occur to you that you believe you would have in that situation. Try to figure out why you think you would feel that way.

Feeling

Reason for Feeling

- ❖ List three things that you would ask someone from that group if you had the opportunity that would help you to understand them better.

1. _____

2. _____

3. _____



CULTURAL HUMILITY



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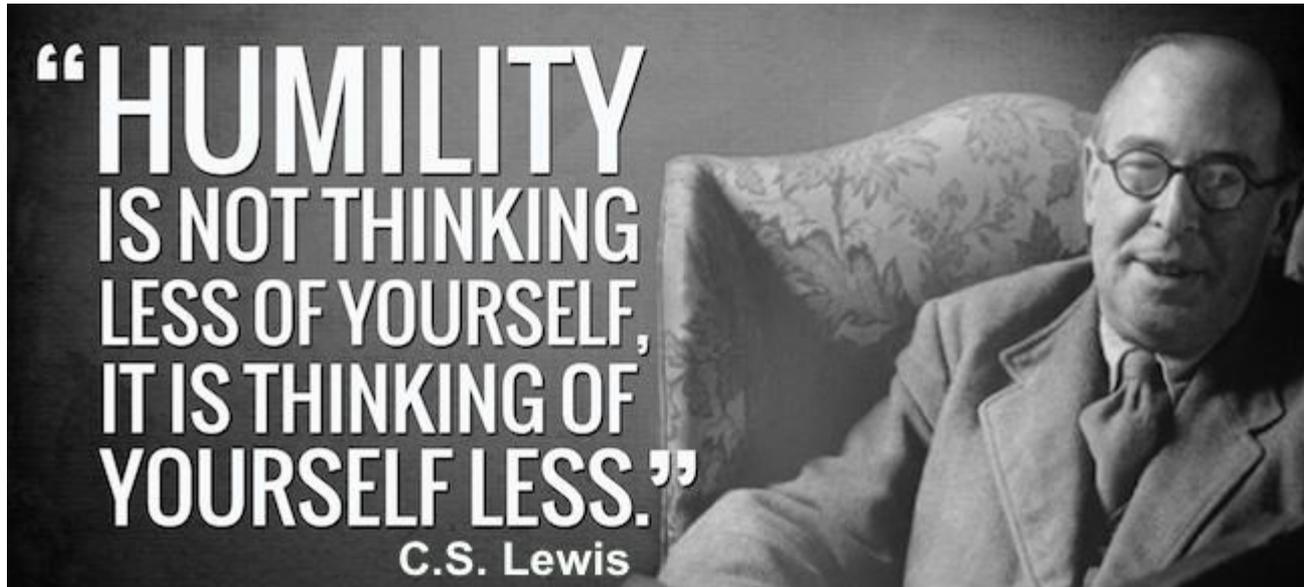
CULTURAL HUMILITY

Cultural Humility involves an ongoing process of self-exploration and self-critique combined with a willingness to learn from others. It means entering a relationship with another person with the intention of honoring their beliefs, customs, and values. It means acknowledging differences and accepting that person for who they are.



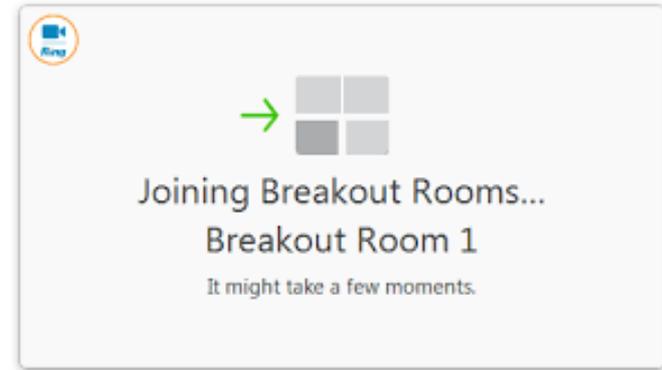
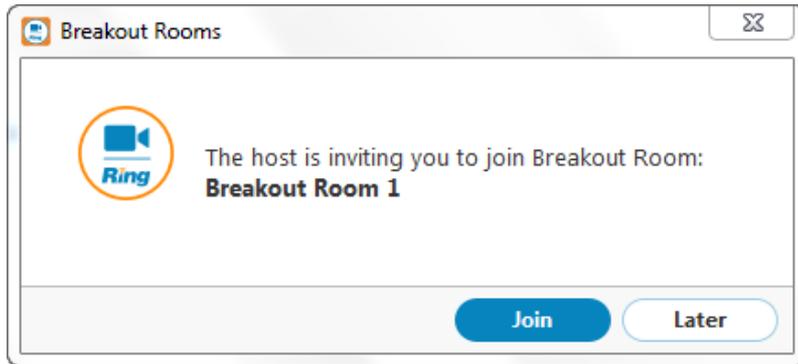
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DEFINITION



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BREAKOUT ACTIVITY



Identify *6 characteristics that ALL of you have in common* as a group.

15 min in Breakout Room

Designate a spokesperson to report out for the group

1 min to report out



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STEPS TO CULTURAL HUMILITY

Cultural humility involves self-exploration that focuses on how our culture influences our perceptions of other communities and the impact that has on our ability to participate in successful cultural exchanges.

- Explore Your Culture
- Identify Family Cultural Values
- Acknowledge Own Biases and Assumptions
- Create Personal Cultural Values



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CROSS CULTURAL COMMUNICATION

- Maintain etiquette
- Avoid slang
- Keep it simple
- Practice active listening
- Be careful with humor
- Be aware of nonverbal communication
- Show an interest
- Exercise patience
- Ask if you don't know
- Be supportive



BUILDING YOUR CULTURAL COMPETENCY

- Education
- Getting Out of Comfort Zone
- Self-Awareness
- Recruitment
- Ask Questions
- Attend Cultural Events
- Visit a Cultural Center, an Agency Run by a Cultural Group
- Assess your Reactions
- Intervene: When?



BECOMING A CULTURALLY COMPETENT WIC TEAM MEMBER

1. Don't ignore clues related to culture because it makes you more comfortable.
2. When the participant's issue has cultural connections, acknowledge [them] in a meaningful and substantive manner.
3. Participants may not always immediately give credit to the way cultural factors are in play, or speak up about their relevance, because they may have been taught not to from birth.



BUILDING CULTURAL COMPETENCY WIC COMMUNITY: ONE TEAM ONE MISSION

- I. Valuing Diversity
- II. Regularly Conduct Cultural Self-Assessment
- III. Understanding the Dynamics of Difference
- IV. Institutionalizing Cultural Knowledge
- V. Adapting to Diversity and Inclusion within the Team



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WORK HARD TO STAY HUMBLE!



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THANK YOU!!!

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Here are the links to the videos:

#1 The Elevator

<https://youtu.be/Q-TQQE1y68c>

#2 An Introduction to Unconscious Bias

<https://youtu.be/KCgIRGKAbfc>

#3 Addressing Unconscious Bias (only watched the first three scenarios during presentation)

<https://youtu.be/JFW2cfzevio>