

Mentor Training & Orientation

Cultural Diversity

Ruth Chapter 1-4

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Cultural diversity is often interpreted in relation to ethnicity. The term has a broader context; therefore, it recognizes the unique attributes of all persons.

I. Who are the people that we serve?

- A. Race
- B. Age
- C. Criminal History
- D. Religion
- E. Poverty Level

II. The complexity of Cultural Diversity includes:

- A. Knowledge
- B. Belief
- C. Art
- D. Morals
- E. Laws and Customs

Note: Culture is defined as the sum of attitudes, customs, and beliefs that distinguishes one group of people from another.

III. Inclusive Environment

All people fully participating in learning and working together

- Freely express who they are
- Feel safe from abuse, harassment, or unfair criticism

IV. Cultural Incompetence

- The effects of cultural incompetence in the community can damage an individual's self-esteem and career development which is often unnoticed

V. Cultural Competency Needs

- A. Awareness – Personal reaction to people who are different.
- B. Attitude – Cultural bias and beliefs in general.
- C. Knowledge - Research indicates that our values and beliefs about inequality can be inconsistent with our behaviors and we ironically may not be unaware of it.
- D. Skills – It includes gestures and other non-verbal communication that tends to vary from culture to culture.

