



Psykologisk Institutt (PSI)

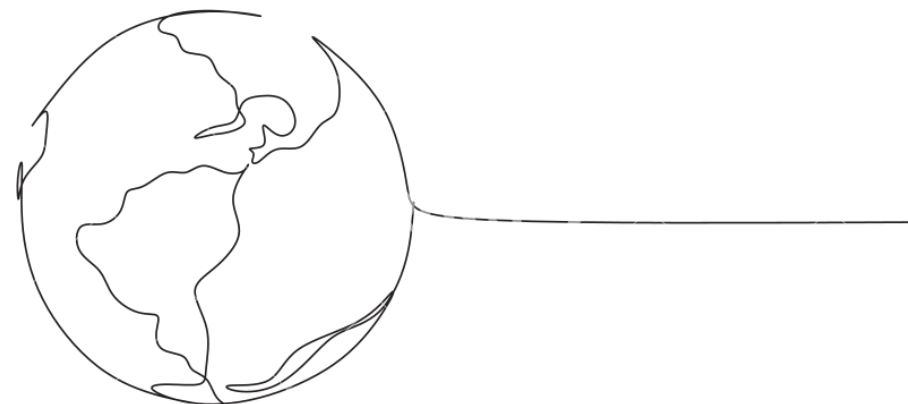
Intercultural Competency Training

Helping Survivors of Partner Violence

By

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Program Overview



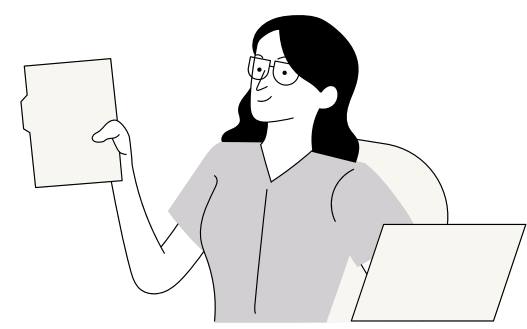
Day 1. Session

- Culture
- Identity

Day 2. Session

- Intercultural Competence and partner violence work

Session One



Are you
ready?

Culture

- Understanding the concepts of culture
- Main models of culture

Identity

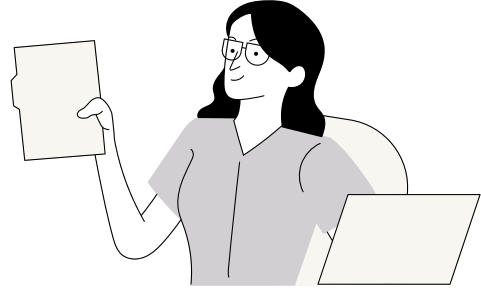
- What is Identity?
- Identity & Intercultural Relationships

Intercultural Sensitivity in Service delivery

- Stereotypes, Prejudice and Discrimination
- Cultural competence in service delivery: **Where to start?**



Objectives



Firstly

- Increase understanding of the concepts and main models of culture

Secondly

- Establish the relationship between cultural identity, and professional competencies

Thirdly

- Increase awareness of stereotypes, discrimination & Prejudices





Understanding the concept of culture

Go to www.menti.com/fdfrxr7wx6

What is Culture?

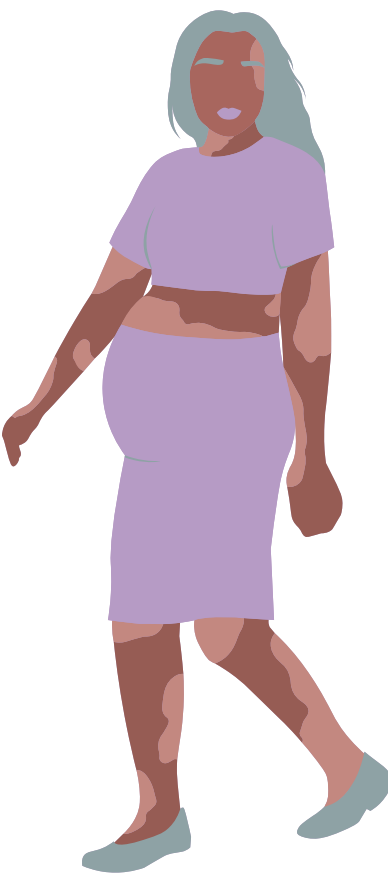


Show image

"Culture"

“A unique meaning and **information system, shared by a group and transmitted across generations**, that allows the group to **meet basic needs of survival, pursue happiness and well-being**, and derive **meaning from life.**” - Matsumoto & Juang, 2013, p. 15

Concept of Culture



Culture as a software of the mind

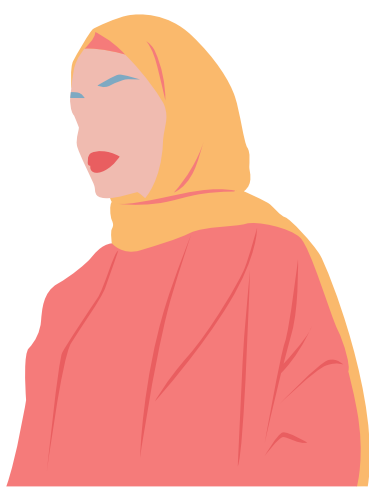
- "...the **collective programming of the mind** which **distinguishes the members of one group** or category of people from another.





Individualist vs. Collectivist (Geert Hofstede)

- 1. Collectivism** stresses the importance of **the community**, while **individualism** is focused on the rights and concerns of **each person**.
- 2.** Where **unity and selflessness are valued traits** in collectivist cultures, **independence and personal identity** are promoted in individualistic cultures.



Concepts of Culture

3) Visible and non-visible aspects of Culture: "**Diving deeper**" => The more we are immersed in a cultural environment, the more these hidden aspects are revealed to us.

4) A very powerful factor that effects human behaviour

- Culture is about what we share with those around us.
- Culture is how you were raised.
- Developed while you grew up.
- Culture constitutes the unwritten rules of the social life





Overview of the main models of culture



Metaphor:

Culture as coloured glasses



Analogy:

Water is to fish as culture is to humans

Culture as a map:
provides orientation



Onion Metaphor: different layers of culture

- after E. Schein (2004) / Hofstede (2005)



A wooden cutting board with a knife and green leaves. The knife has a blue handle and a silver blade. The green leaves are fresh and vibrant. The background is a light-colored wooden surface.

Why is the Onion Model helpful?

See past the **outer layers** and understand the why, how and what is behind each of them, which forms part of the **inner layers**.



G

Cultural Iceberg



Share

Greetings

Music

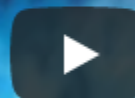
Rituals

Art

Dress

Others

Worldview



Religi

Watch on YouTube

The Iceberg model

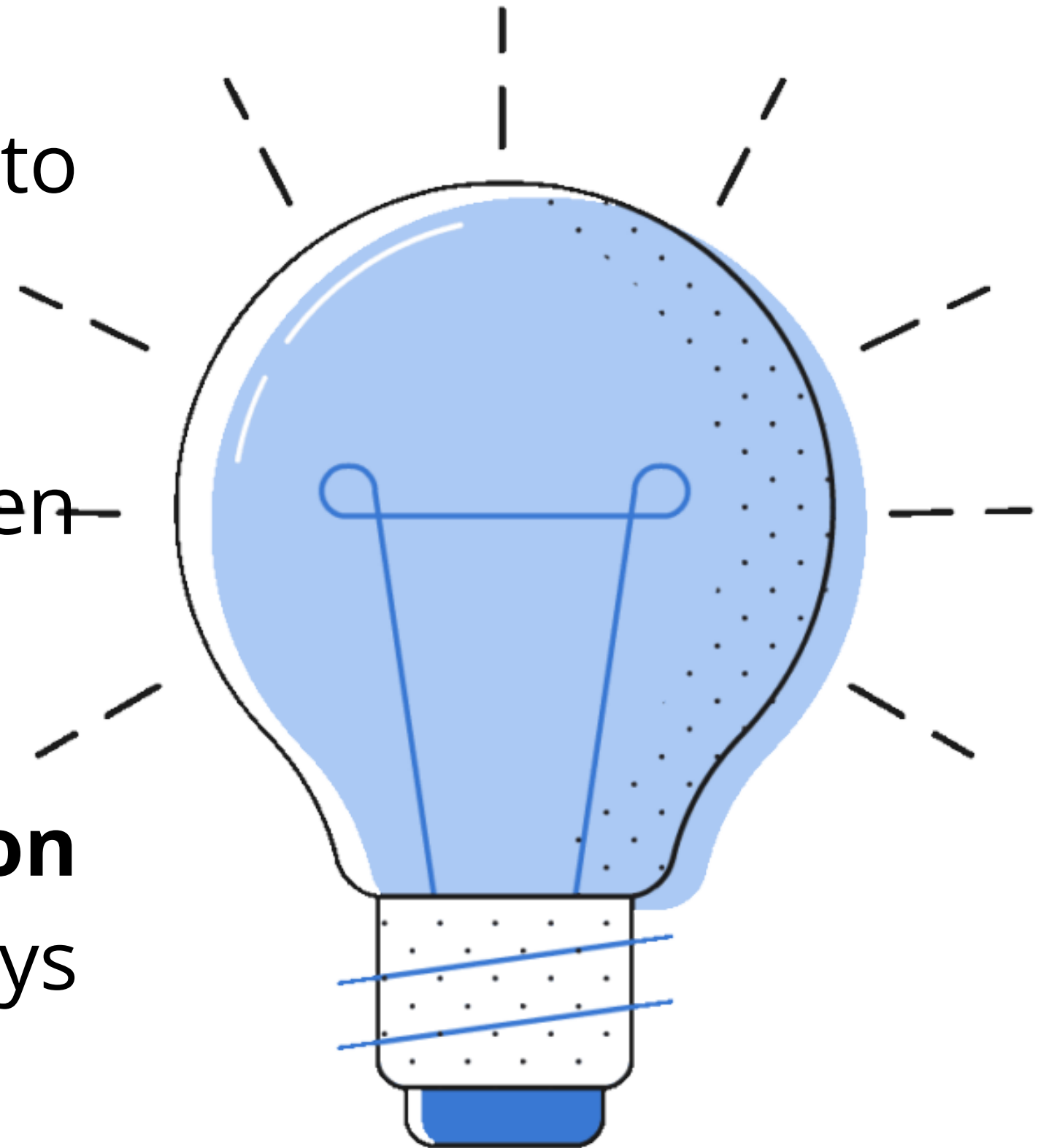


Concept and models of Culture: *Note*

Models and the concept are helpful tools to make "culture" more visible.

However, they simplify complexity and often mirror only one perspective.

They offer **limited viewpoints on intercultural reality**. Hence, there are always evolutionary perspectives on "culture".



Cultures are constantly changing

Cultures are constantly changing and evolving,

- e.g. in response to the environment and external influences
- based on within-culture diversity, contrasting ideas and practices, different influences

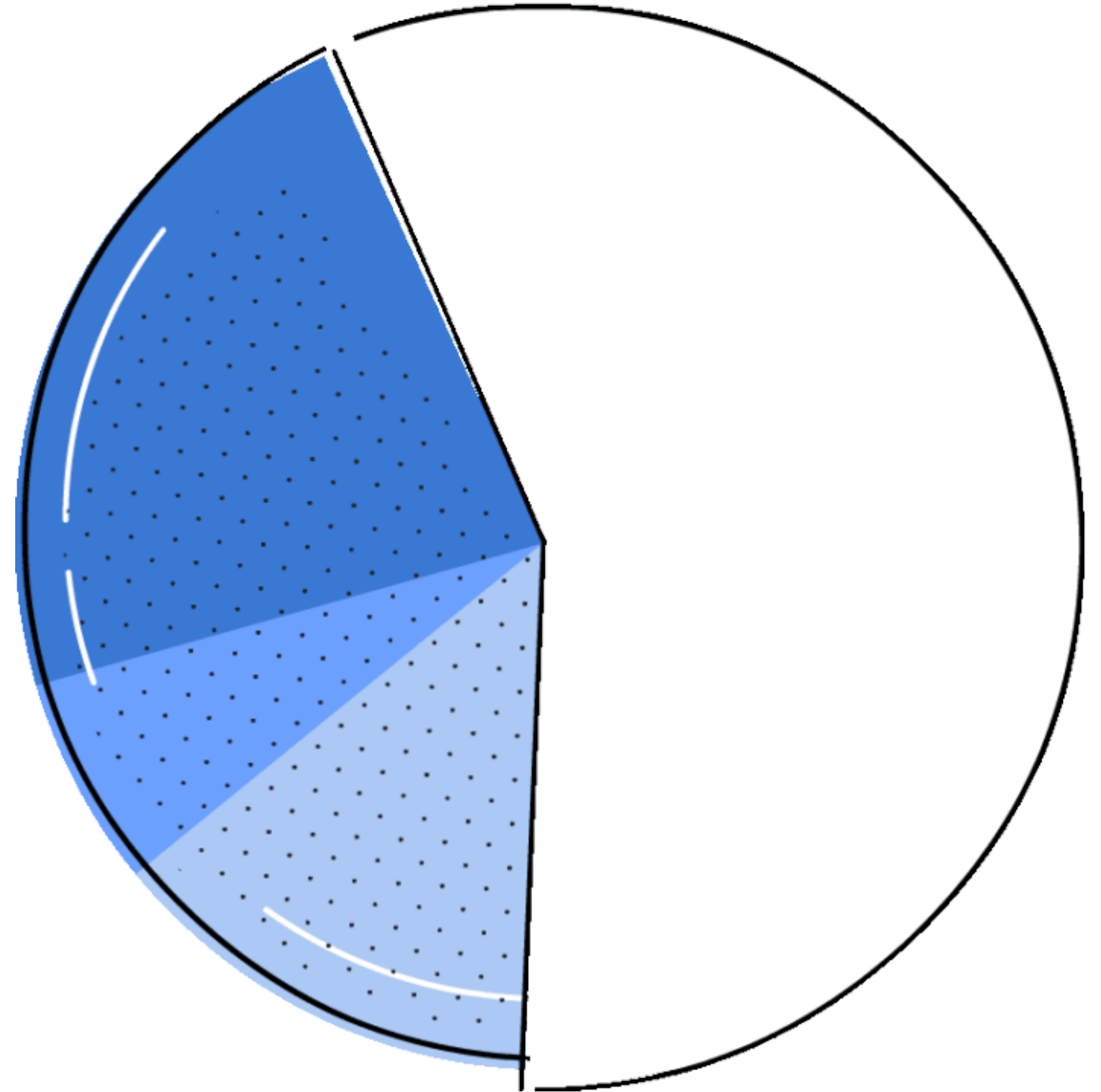


- Cultures are “fuzzy”/ indefinite and not fixed entities.

- We are all **part of multiple cultural groups or contexts.**

- We might share some contexts with others – while some contexts might be new or unfamiliar to us.

Learning about cultures = life long process



Cultural Identity

- Is it defined by your name? place of birth? Parents? Passport? Faith?
- Demographics...date of birth, gender, nationality – accords us a place in society
- **However**, our sense of belonging is often key to our place in that society
- Our acceptance by others we call neighbors, friends, colleagues, and acquaintances



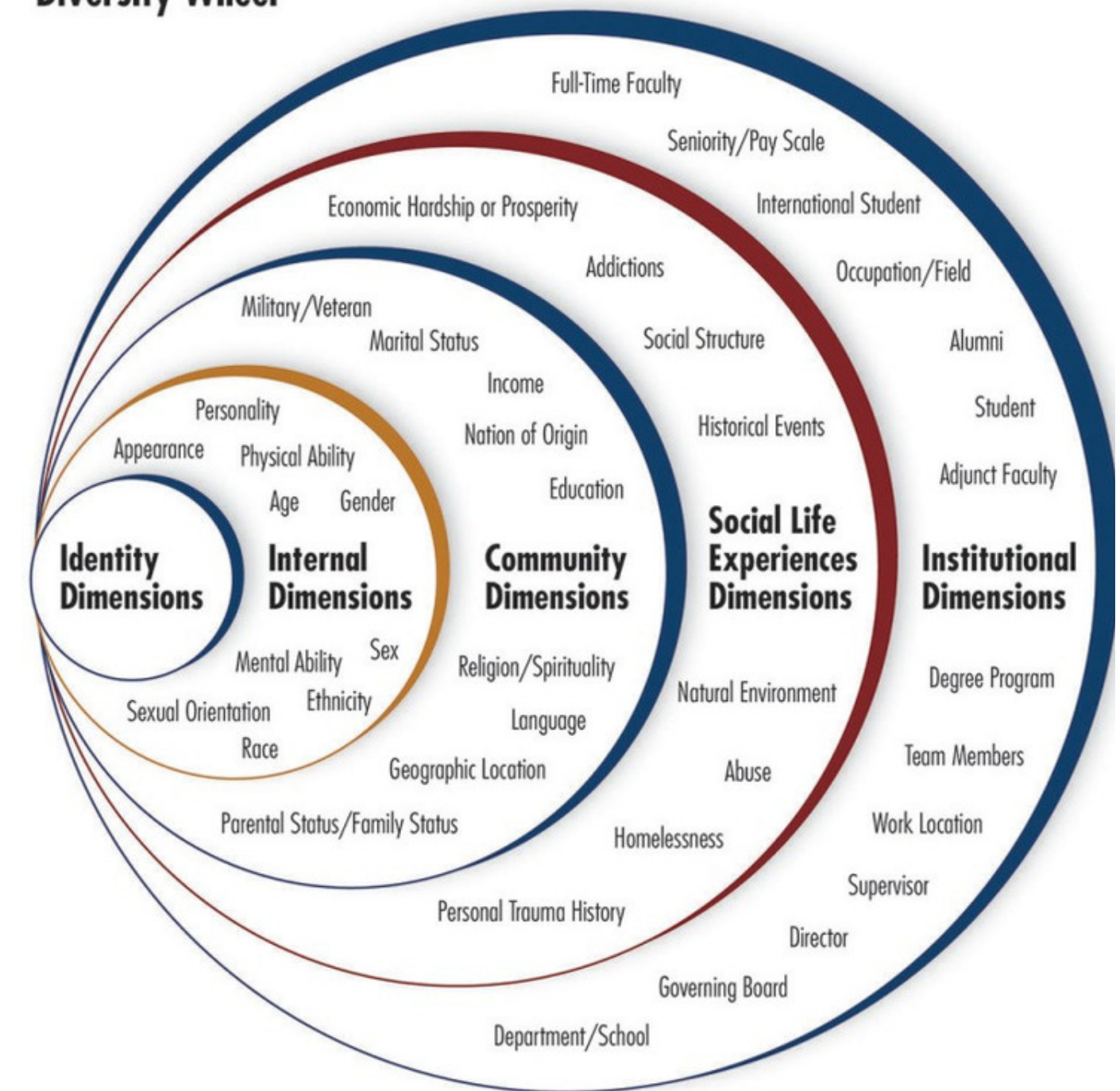


- it is difficult to be in a reverse culture or when we're out of our comfort zones
- Auto-identification (how we identify ourselves/self-image)
- Hetero-identification (how others identify us)
- Identity crisis occurs (struggles with positive feelings and strong sense of belonging)

Understanding Identity (Self-Concept)

- ...manner we define ourselves, in relation to both **in-group and out-group memberships**-Titley, 2009.
- Not a single factor or trait, but it is a combination of things
- Created due to both personal and social factors (external: **societal, political** & internal: **psychological & emotional**)
- We all have **multiple identities**. Mainly categorized as **personal identity and group identities**.

Diversity Wheel



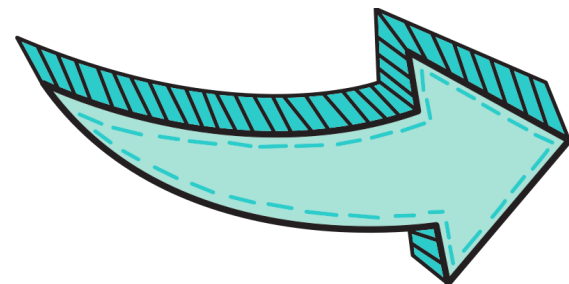
Why Identity and Intercultural Relationships?

- ...a lifelong process depending on the context we find ourselves
- Partly overlaps, and a source of strength and point of common ground
- Help us to become more aware and empathetic of others
- Understand, manage, and benefit from intercultural relationships

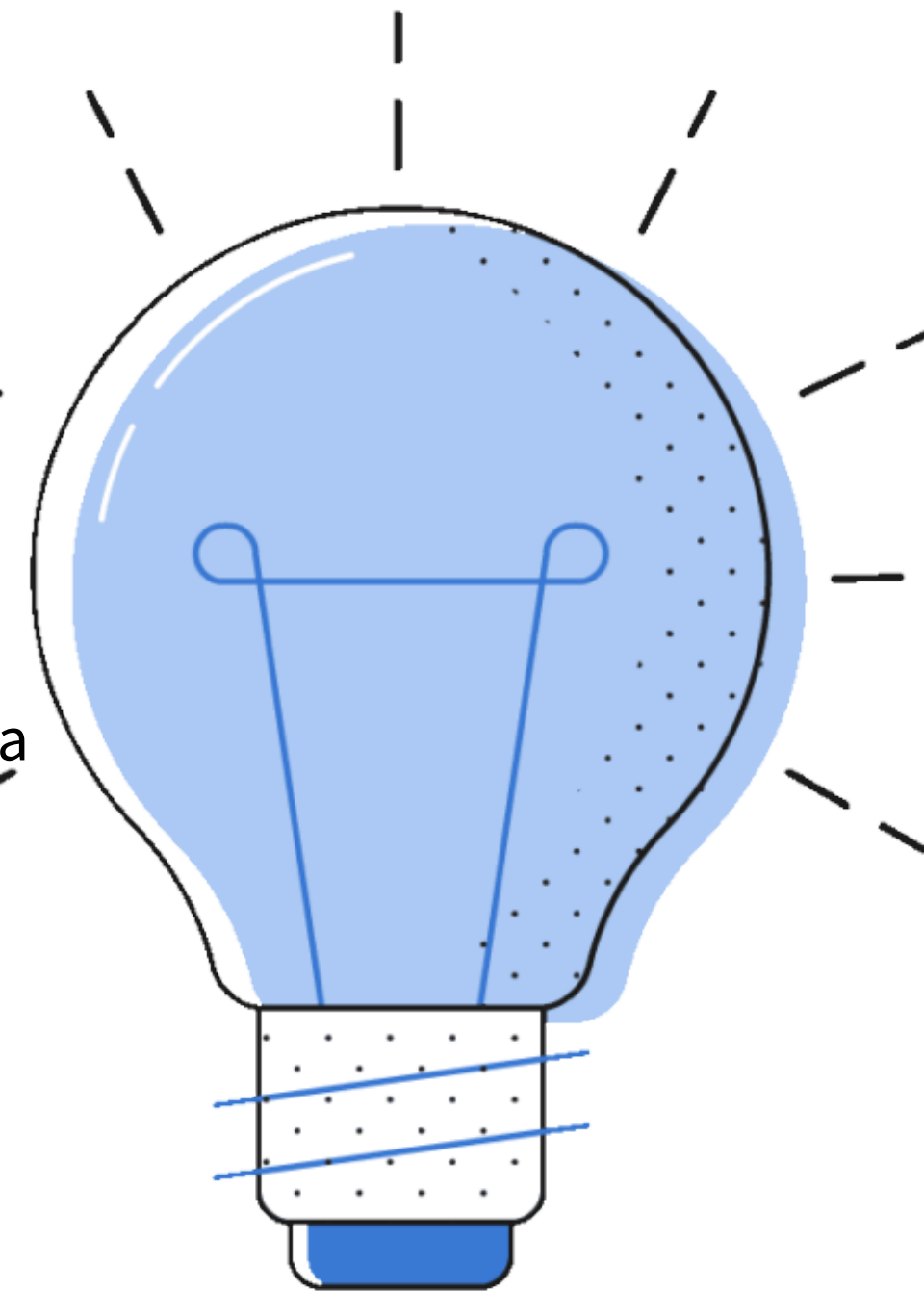


Cultural Competence

Cultural competence involves understanding and appropriately responding to the unique combination of cultural variables and the full range of dimensions of diversity that the professional and client/patient/family bring to interactions.



"Culture and cultural diversity can incorporate a variety of factors, including but not limited to age, disability, ethnicity, gender identity (encompasses gender expression), national origin (encompasses related aspects e.g., ancestry, culture, language, dialect, citizenship, and immigration status), race, religion, sex, sexual orientation, and veteran status." (ASHA, 2017)



Why is Cultural Competence in IPV service delivery increasingly important?

- respond to demographic changes
- **eliminate long-standing disparities** in the health status of people based on racial, ethnic, and cultural backgrounds;
- **improve the quality of services** and health outcomes; and
- **meet legislative**, regulatory, integration social inclusion mandate



1. STEREOTYPES-COGNITIVE

- Negative or positive oversimplified generalizations or exaggerated beliefs about a group of people

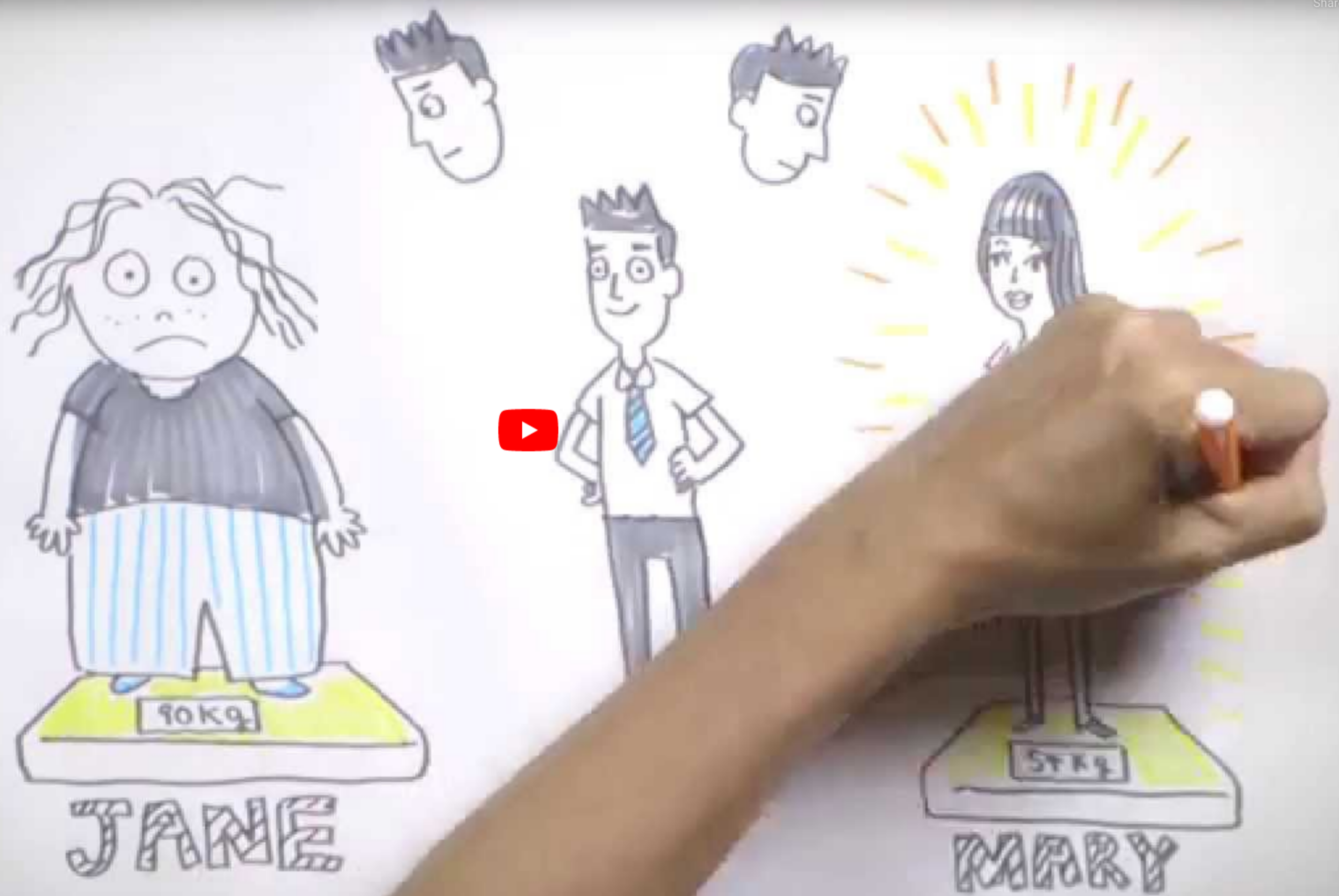
2. PREJUDICE

- Unjustified or incorrect opinion and attitude (usually negative) towards an individual based solely on the individual's membership of a social group

3. DISCRIMINATION

- Behaviors and actions which privilege or exclude a certain group

Social Experiments Illustrated THREAT OF STEREOTYPES





Key issues

1

- Consider the influence of **one's own biases and beliefs** and the **potential impact on service delivery**
- Identifying and **acknowledging limitations** in education/training/knowledge and seeking additional resources/education to develop cultural competence
- Identifying the **impact of acculturation strategies on communication** patterns during assessment, and management

2

- ... as an individual and **responding to his/her unique needs, as opposed to anticipating cultural variables based on assumptions**
- Identifying **appropriate strategies** and materials that **do not violate their unique values and/or create a chasm** between you and his/her community
- Using **culturally appropriate communication** so that information presented during counseling/assessment is provided in a health literate format consistent with **cultural universal (empathy)**

Breaking Stereotypes

"We all use stereotypes, all the time, without knowing it. We have met the enemy of equality and the enemy is us"- Paul, 1988.

Method: **D.I.V.E.**

Pausing for a moment for a look beneath the surface and then:





Intercultural Sensitivity

WHERE TO START

1. Self/Reflections

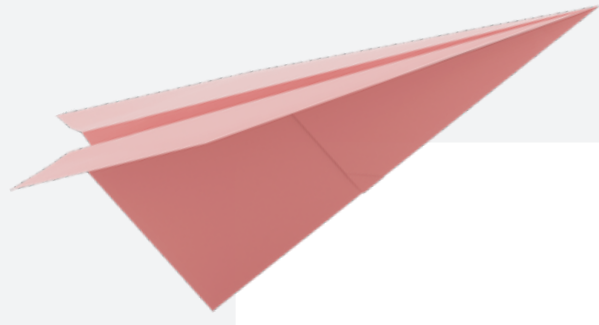
- Suspend your own assumptions and value judgments
- Practice **cultural humility**
- Enhance your perception skills
- Develop multiple perspectives

2. Openmindedness

- **Asking questions** as culturally appropriate
- Becoming **culturally analytically & inquisitive**
- Assessing **the credibility** of our intercultural sources
- Increase your **tolerance of ambiguity**

3. Take ACTION

- Cultural contact **does not automatically lead to competence**
- The **willingness to undertake** some activity alone or with others as a consequence of reflection



**We hope you learned
something!**

Takk/Thank you!

