

INTERCULTURAL COMPETENCY TRAINING

AN APPROACH FROM THE CITY OF EDMONTON

AUMA COME TOGETHER ALBERTA CONFERENCE

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Edmonton

WELCOME
AND
INTRODUCTIONS

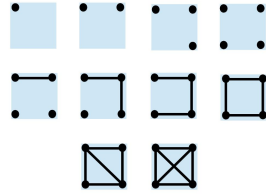
AT THE END OF THIS WORKSHOP, YOU WILL...

- Be aware of some key intercultural concepts and competencies
- Understand the role of cultural self-awareness and adaptation in intercultural competence
- Appreciate the developmental nature of intercultural learning
- Be familiar with an approach to intercultural competency training at the City of Edmonton
- Have access to resources to begin exploring intercultural training in your own organization

PROMOTING A HEALTHY LEARNING ENVIRONMENT

- Aim to have fun
- Provide a safe and brave space
- Assume good intentions
- Encourage respectful curiosity
- Practice self-reflective learning

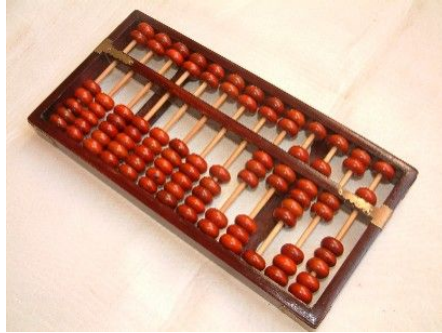
LET'S COUNT



1	2	3	4	5	6	7	8	9
-	=	≡	+	h	ψ	?	5	?

Finger binary: With palms oriented toward the counter's face, the values for when only the right hand is used are:

	<u>Pinky</u>	<u>Ring</u>	<u>Middle</u>	<u>Index</u>	<u>Thumb</u>
Power of two	2^4	2^3	2^2	2^1	2^0
Value	<u>16</u>	<u>8</u>	<u>4</u>	<u>2</u>	<u>1</u>



- T F F E

1 1 1 1 1

O-D-I-S: A PERSPECTIVE CHECKING TOOL

OBSERVE

DESCRIBE

INTERPRET

SUSPEND JUDGMENT

SOME CONCLUSIONS

- It is easier to interpret behavior based on our own assumptions / perspective than to objectively describe it
- **The same concepts might be demonstrated with a range of different behaviors**
- Interpreting other people's behaviors from our own perspective may lead to inaccurate conclusions
- **Wrong conclusions may lead to poor decisions, ineffective behaviors, miscommunication, even conflict.**
- We can only understand any human behavior "in context"

HOW WE UNDERSTAND CULTURE

The learned and shared values, beliefs, and behaviors of a group of interacting people (J & M Bennett).

How is culture like an iceberg?

CULTURE

Culture is like an iceberg

We all have culture

All cultures are similar

All cultures are different

No culture is superior or inferior

Each culture is valid to its members

Cultures are dynamic and evolving

Cultures have great internal diversity

Culture is complex!



HOW WE UNDERSTAND CULTURE

The world in which you were born is just one model of reality. Other cultures are not failed attempts at being you: they are unique manifestations of the human spirit. (Wade Davis)

UNCONSCIOUS BIAS

The attitudes or stereotypes that affect our understanding, actions, and decisions in an **unconscious** manner.

www.kirwaninstitute.osu.edu/research/understanding-implicit-bias

Our brains make incredibly quick judgments and assessments, and influence our decisions and actions toward people or situations without our conscious awareness.

<https://www.ecu.ac.uk/guidance-resources/employment-and.../staff.../unconscious-bias/>



A small, stylized handwritten signature in black ink.

I WOULDN'T MIND BEING A LESBIAN.



AT LEAST YOU CAN WEAR FLAT SHOES.



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.com

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Edmonton

CROWSON'S VIEW

28TH ANNUAL MID-AMERICA ALL-INDIAN CENTER

POWWOW

Crowson © BY THE WICHTA
7-26 EAGLE





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“Son, you throw like a girl

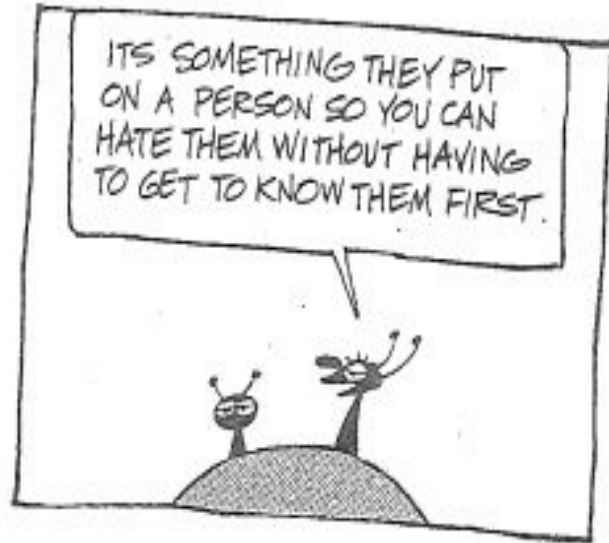


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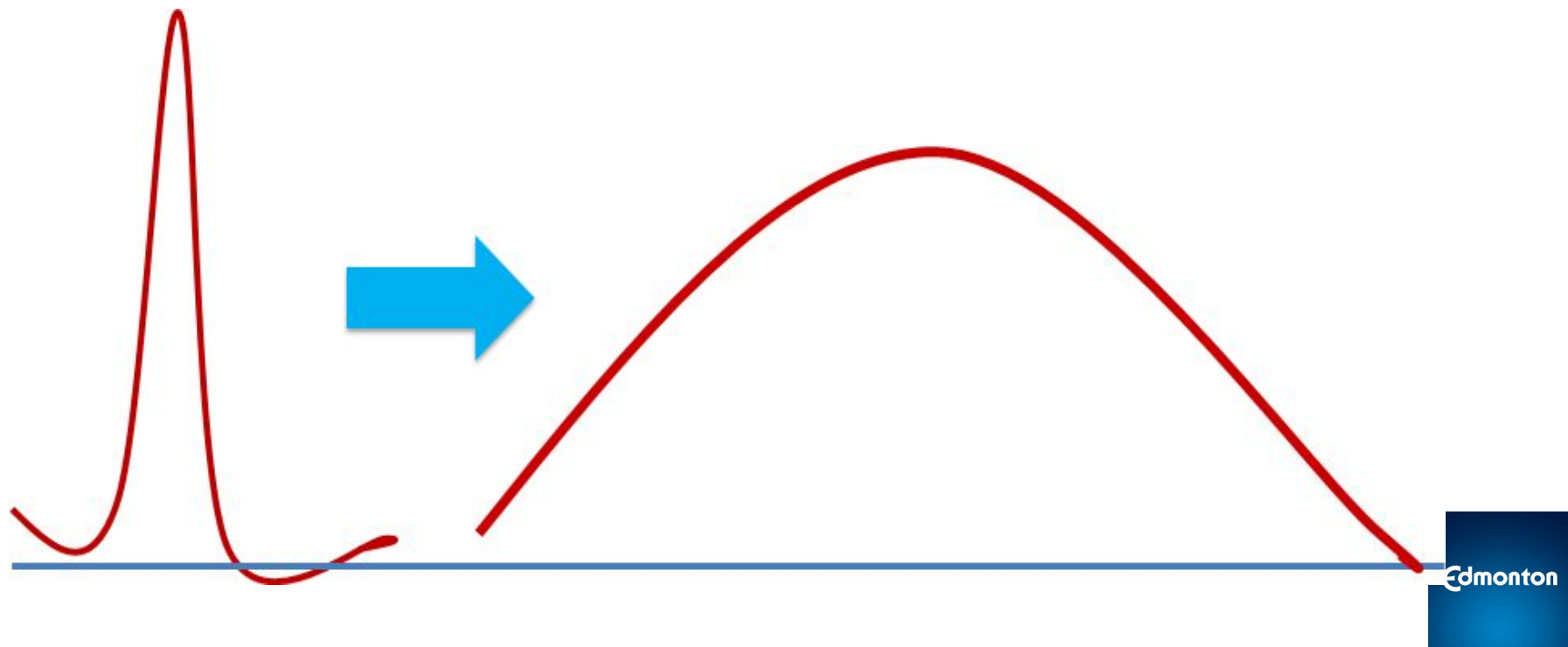
“Son, you throw like a girl raised in a patriarchal society that discourages women from participating in sports.”



STEREOTYPES



STEREOTYPES



STEREOTYPES AND GENERALIZATIONS?

Stereotype: A rigid categorizing of **all** members of a particular group as having the same characteristics

Generalization: A proposition about the tendency of a majority of people in a cultural group to hold certain values and beliefs, and to engage in certain patterns of behavior (Bennett & Paige, 2008).

THE GOLDEN RULE?

Treat others as *you* want to be treated.

- Assumption that our own world view is the centre of reality (ethnocentric, monocultural)
- Seeing difference from our own perspective (our *normal*: sympathy)

THE PLATINUM RULE

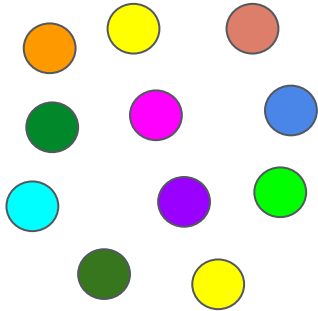
Treat others as *they* want to be treated.

- Assumption of difference (ethnorelative, intercultural)
- Seeing from another's perspective (their *normal*: empathy)

HEALTH BREAK

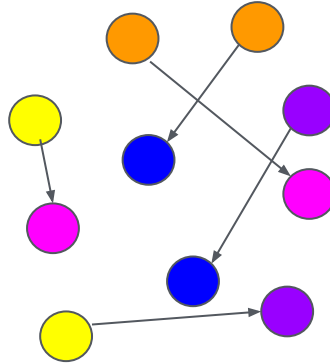
WHAT THE?

Multicultural -
descriptive, a group with
many cultures represented;



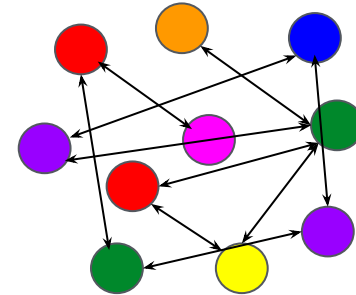
implies peaceful
coexistence & celebration
of cultural differences.

Cross-cultural -
comparative, two or
more different cultures;



sharing cultural
information.

Intercultural - interactive,
open and respectful
exchange between cultures;



leads to learning &
behavior change

(Source: United Church of Canada)

INTERCULTURAL COMPETENCE

The ability to **interact**, **communicate** and **relate** *effectively* and *appropriately* in a variety of cultural contexts.

(Bennett, 2004).

HOW DO WE RESPOND TO DIFFERENCES: DEVELOPMENTAL MODEL OF INTERCULTURAL SENSITIVITY (DMIS)

Denial Polarization Minimization Acceptance Adaptation Integration



Monocultural Mindset

Intercultural Mindset



Increasing cognitive complexity



DMIS

Monocultural Mindset

- **Denial**

- Disinterest in or unaware of cultural differences
- Avoidance of interaction

- **Polarization**

- Defense - threatened by cultural differences and critical of other cultures
- Reversal - overly critical of one's own culture

- **Minimization**

- Aware of different cultures but emphasizes commonalities
- Tendency to obscure deeper dimensions of cultural differences

DMIS

Intercultural Mindset

- **Acceptance**

- Can view the world from many different perspectives
- “Frameshifting”

- **Adaptation**

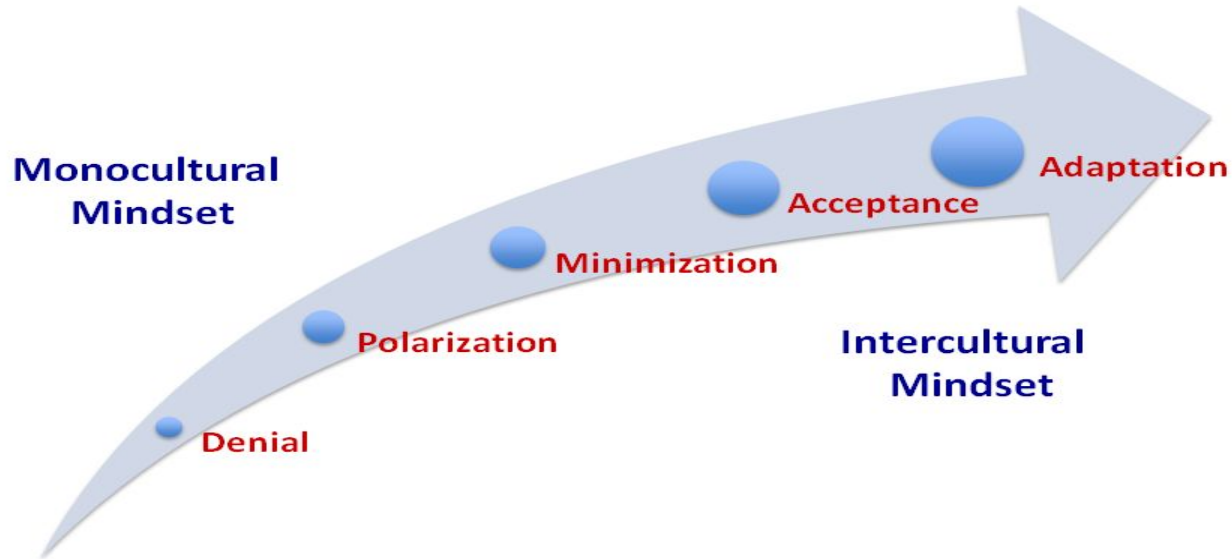
- Can change or shift behaviours in cross-cultural settings
- “Behaviour-shifting”

- **Integration**

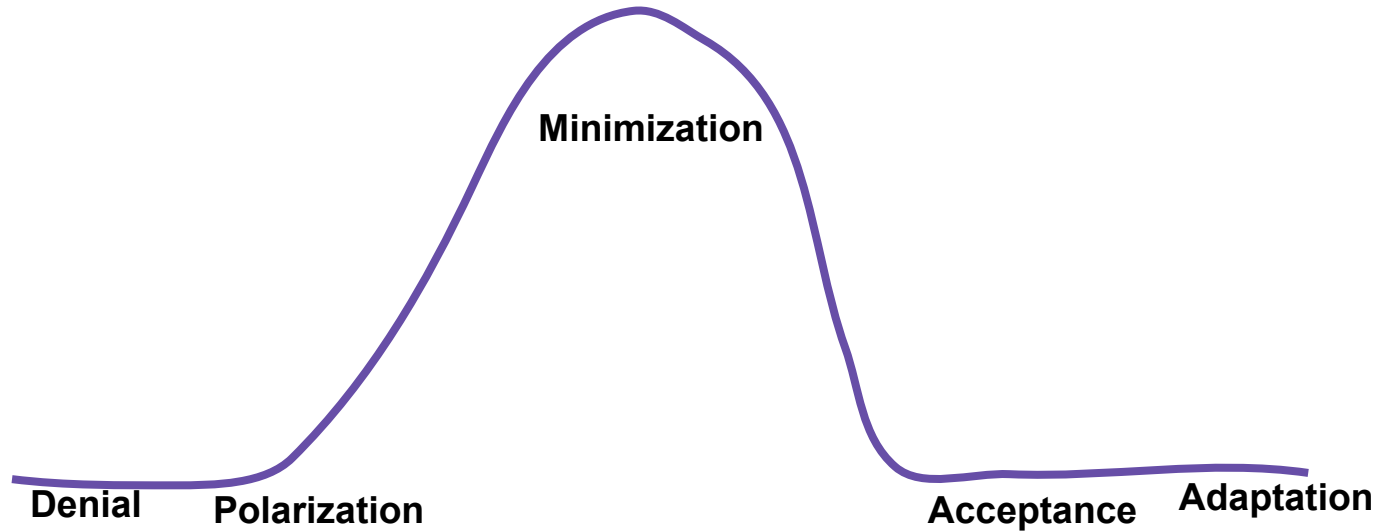
- An identity that is multicultural

FROM THE DMIS TO IDC

Intercultural Development Continuum

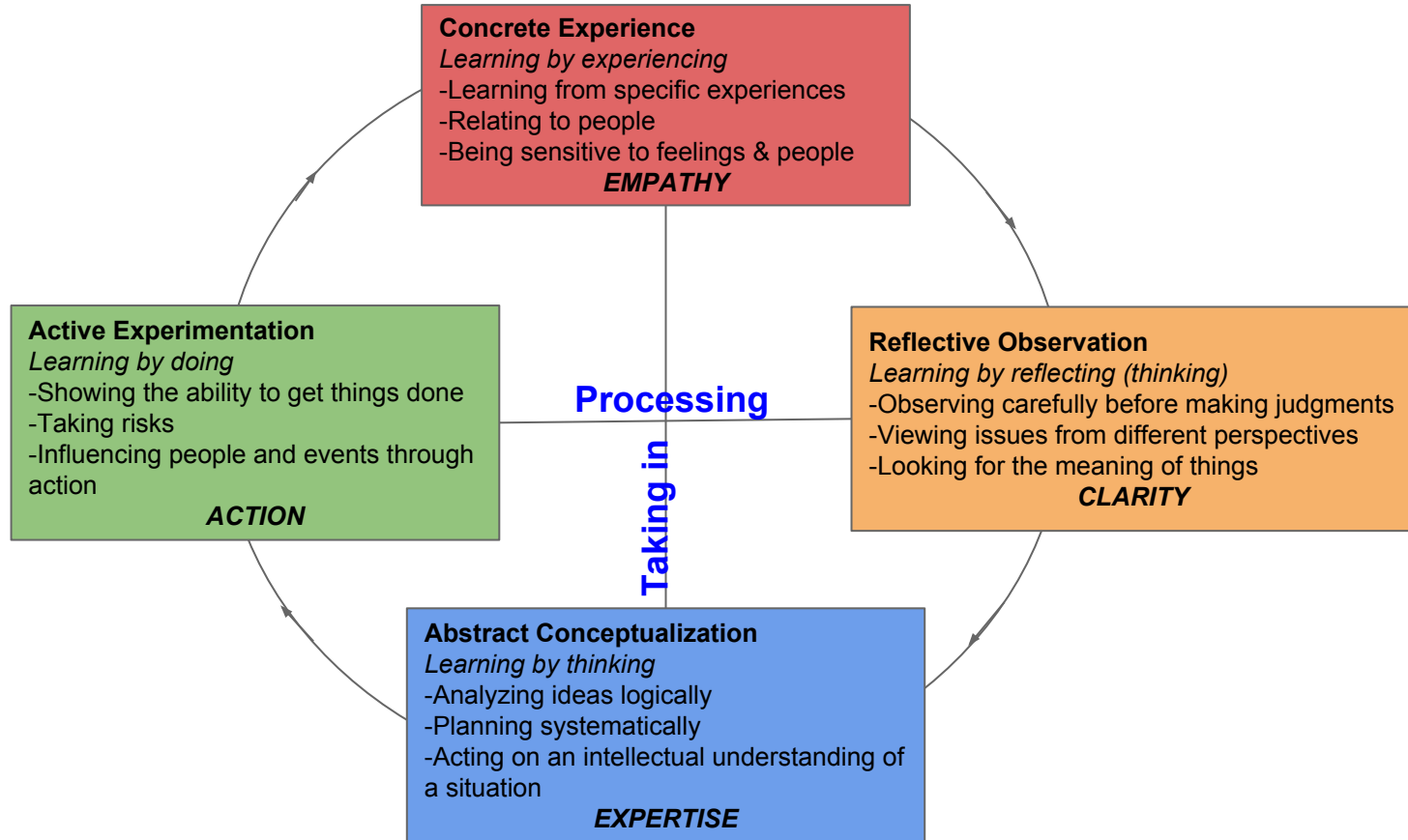


INTERCULTURAL DEVELOPMENT INVENTORY (IDI): MEASURING INTERCULTURAL COMPETENCE

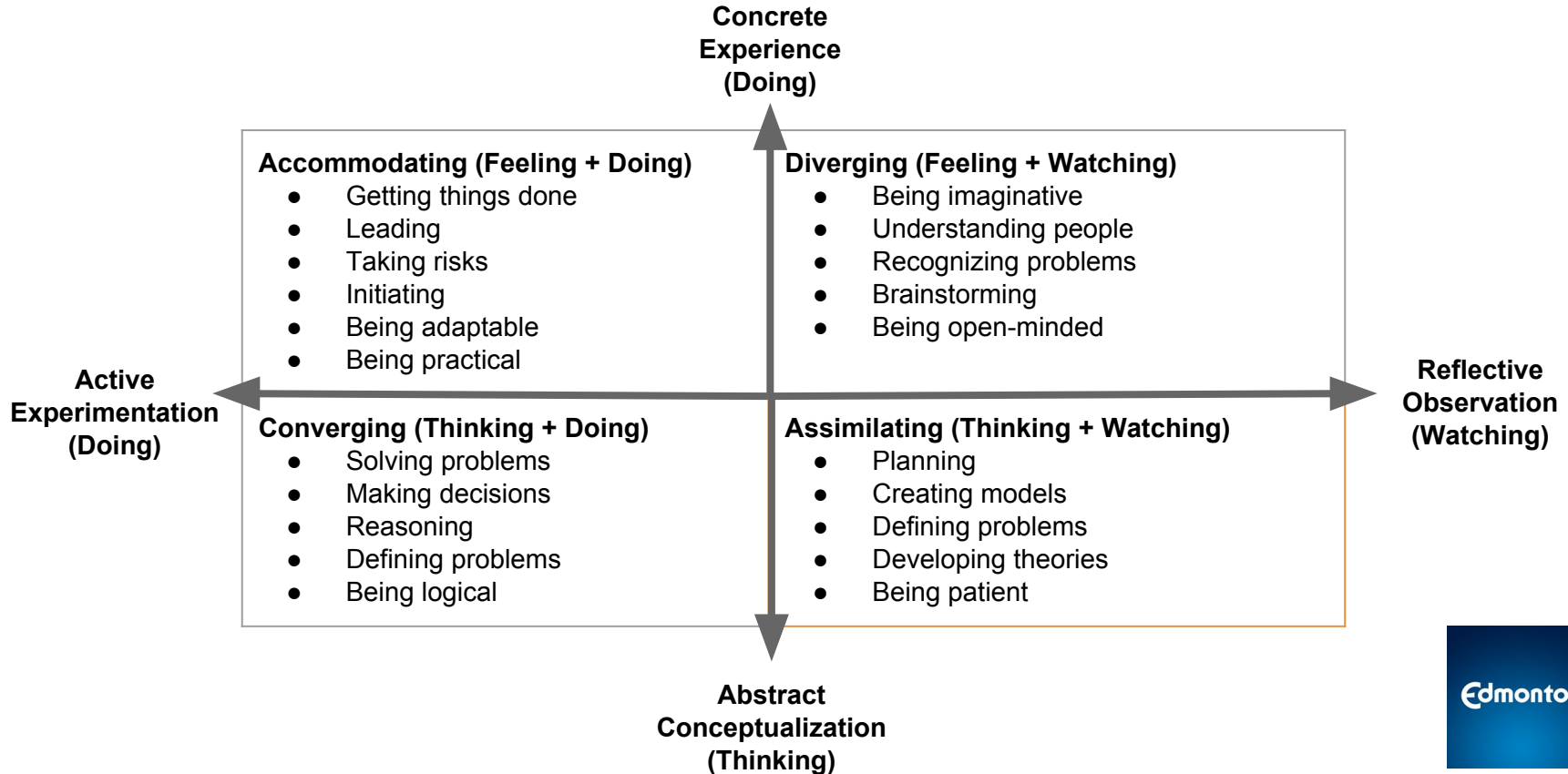


<https://idiinventory.com/publications/>

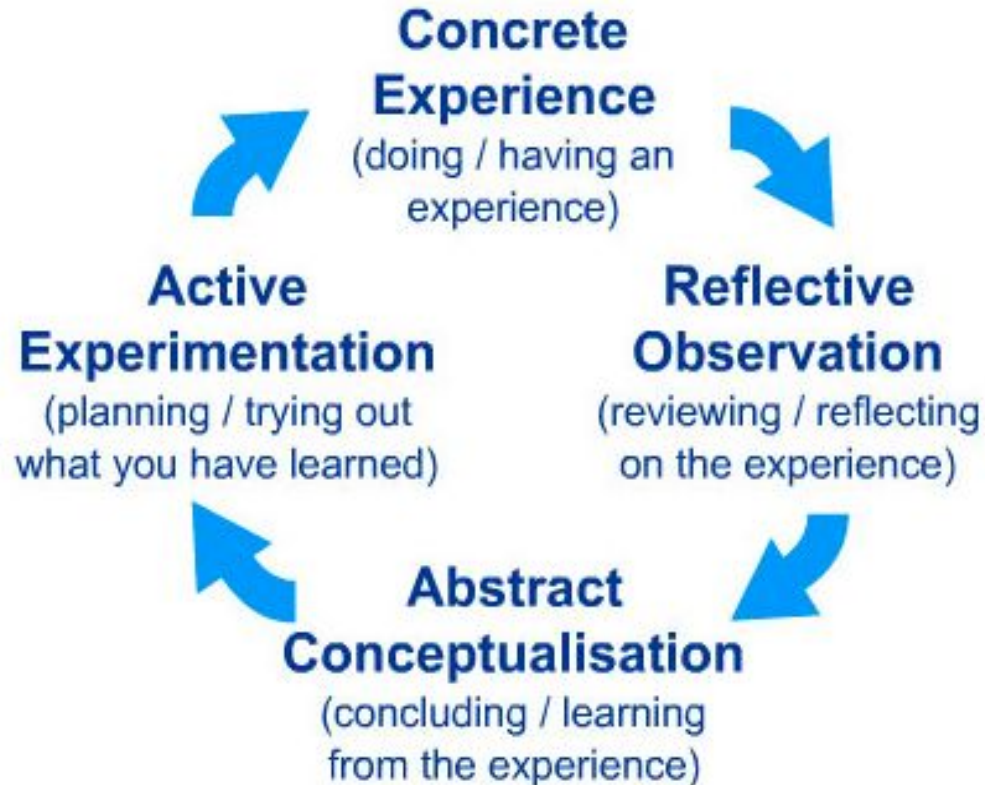
KOLB'S LEARNING STYLE PREFERENCES



KOLB'S LEARNING STYLE PREFERENCES



KOLB'S LEARNING CYCLE



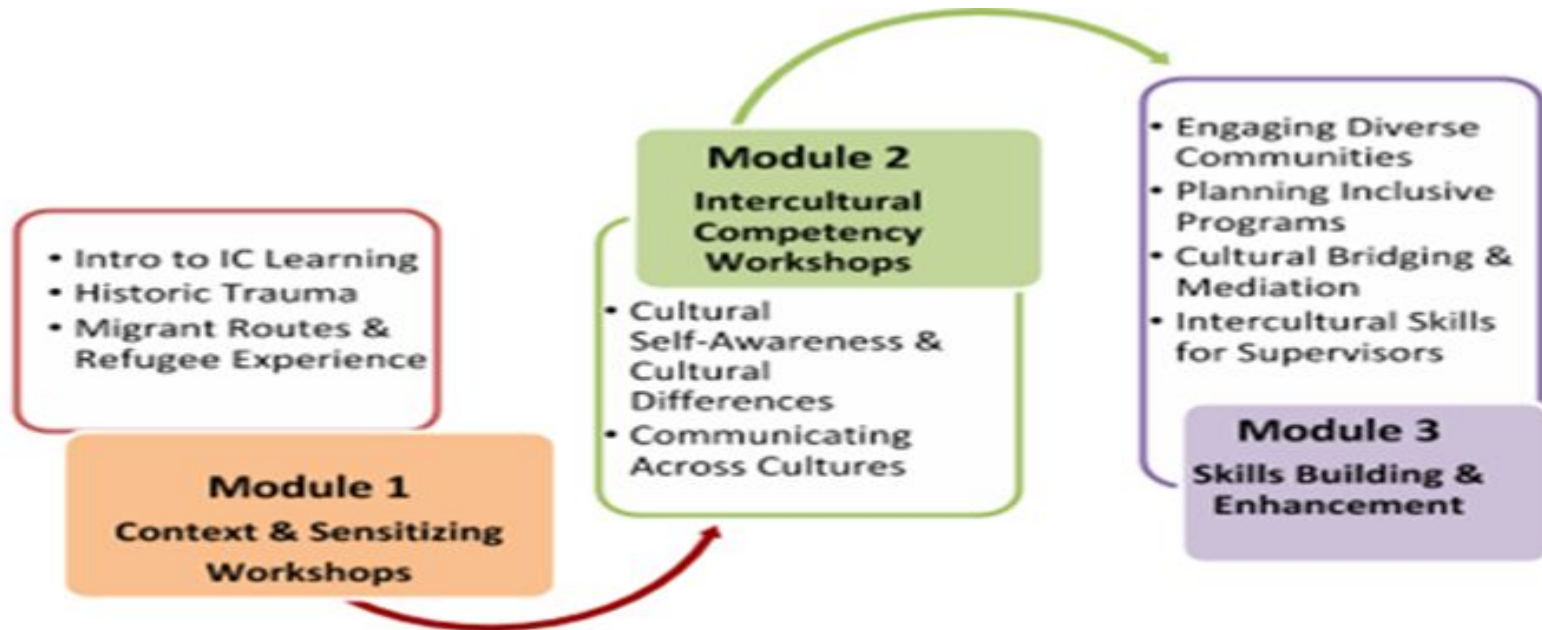
INTERCULTURAL LEARNING AND TRAINING

- Developmental - Experiential - Reflective
- Cultural self-awareness
- Culture-general concepts and competencies
- Complemented by culture-specific examples and learning opportunities
- Collectively enhance our knowledge, attitudes and skills
 - for working interculturally
 - with culturally and linguistically diverse community and workforce
 - to affect systemic change for more inclusive and equitable practices

DESIGNING INTERCULTURAL LEARNING AND TRAINING

- Develop content of workshops based on advancing intercultural mindset (IDC)
- Each learning opportunity demonstrates (Kolb's) four core processes - experience, reflect, advance knowledge (think), apply (do)
- Multiple methods include experiential and interactive exercises, individual and group reflections, videos, and introducing relevant concepts and theory
- Apply to workplace context (work environment or work with the public and community)

COE INTERCULTURAL EDUCATION WORKSHOP SERIES



CONTENT OUTLINE OF EACH WORKSHOP

Workshop 1 - Introduction to Intercultural Learning

- Foundational concepts, Learning Styles
- Intercultural Development Continuum and IDI group profile results

Workshop 2 - Historic Trauma

- Indigenous history and worldview
- Residential schools legacy of historic trauma

Workshop 3 - Migrant Routes

- Immigration history, policy & myth-busting
- Refugee experiences

Workshop 4 - Cultural Self-Awareness and Cultural Knowledge

- Diversity & identity (including ODIS)
- Culture and culture-general concepts

Workshop 5 - Communicating across Cultures

- Communication styles
- Non-verbal communication

A SAMPLER

A MULTICULTURAL COMMUNITY GATHERING

DEBRIEFING

- How did you feel?
- What happened?
- What values may have been reflected in etiquette behaviors?
- How does this relate to communication in the real world?
- How can you apply these insights to your everyday work & life?

COMMUNICATION STYLES

- High-Low Context (the degree to which words or context communicate messages)
- Direct-Indirect
- Non-verbal communication

APPLYING THE MODEL TO OUR OWN CONTEXT

- How might you incorporate IC competency training into your own organization?
- Would the IDI Continuum be a useful approach?
- What challenges might arise in adopting this approach?
- What supports might you need?
- How can you begin to move this forward?

A FEW IDEAS TO START WITH ...

- Check out resources provided to you in this workshop including intercultural training design and delivery
- Find out local intercultural experts and resources in your areas
- Find champions and allies in your organization or community who are passionate about diversity, inclusion and intercultural work
- Explore possibilities of setting-up a Diversity and Inclusion Committee; willing volunteers are important

STARTING YOUR OWN INTERCULTURAL LEARNING JOURNEY?

Sometimes it's a form of love just to talk to somebody that you have nothing in common with and still be fascinated by their presence. (David Byrne)

Become friends with people who aren't your age. Hang out with people whose first language isn't the same as yours. Get to know someone who doesn't come from your social class. This is how you see the world. This is how you grow.

(Unknown)

IN CLOSING...

- The world of work is transforming!
- Intercultural competence is an essential skill for the 21st century.
- We are now global citizens and need to be open, curious and excited about being welcoming and inclusive.
- To become interculturally adept it is useful to consider:

The real voyage of discovery consists not in seeking new lands, but in seeing with new eyes! (Marcel Proust)

RESOURCES

Implicit Association Test. <https://implicit.harvard.edu/implicit/langchoice/canada.html>
Harvard University.

Cultural Detective. <https://www.culturaldetective.com/>

Intercultural Communication Institute. <https://intercultural.org>

Intercultural Development Inventory (IDI). <https://idiinventory.com/>

Kolb's Learning Styles and Experiential Learning Cycle
<https://www.simplypsychology.org/learning-kolb.html>

National Centre for Cultural Competence <https://nccc.georgetown.edu/>

NorQuest College, Centre for Intercultural Education.
<https://www.norquest.ca/professional-development/norquest-centres/centre-for-intercultural-education.aspx>

UBC, Intercultural Communication, Diversity & Inclusion
<https://extendedlearning.ubc.ca/study-topic/intercultural-communication-diversity-inclusion>

