CULTURAL COMPETENCY IN YOUTH ENGAGEMENT

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OBJECTIVES

- Define culture and cultural competence
- Identify & address cultural barriers in youth engagement
- Describe effective models used to facilitate culturally competent and culturally acceptable communications between programs and the youth they serve

WHAT IS CULTURE?

Integrated patterns of human behavior that includes language, thoughts, actions, customs, beliefs, values, and institutions unite a group of people.
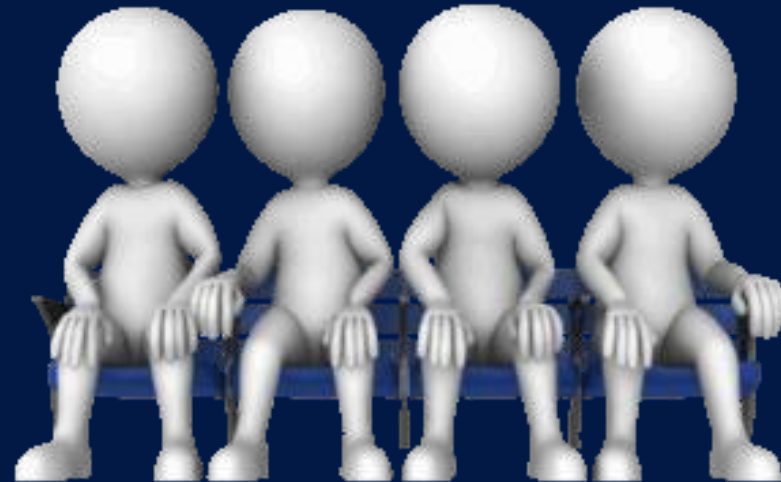
HOW DOES CULTURE IMPACT YOUTH ENGAGEMENT?

Culture Informs

- Concepts of youth problems/solutions

- How the cause of problems impacting youth are perceived

- The behaviors of youth who are seeking services

- Attitudes towards service providers

CULTURE IMPACTS EVERY ASPECT OF COMMUNITY ENGAGEMENT

CULTURE DEFINES EXPECTATIONS:

- Who provides services

- What is considered a problem

- What type of services offered

- Where services are sought

- How need is expressed

- How rights and protections are understood

BE AWARE THAT COMMUNITY PROGRAMS ARE BORN FROM CULTURAL CONSTRUCTS BASED IN BELIEFS ABOUT THE NATURE OF PROBLEMS IN THE COMMUNITY, CULTURAL ISSUES ARE CENTRAL IN COMMUNITY ENGAGEMENT.

WHAT IS CULTURAL COMPETENCE?

Cultural competence is the ability to understand, communicate with and effectively interact with people across cultures. Cultural competence is being aware of your own worldview while acknowledging cultural differences and developing a positive attitude towards diverse practices and worldviews.

5 ESSENTIAL ELEMENTS OF CULTURAL COMPETENCE

- Valuing diversity
- Having the capacity for cultural self-assessment
- Being conscious of the dynamics inherent when cultures interact
- Having institutionalized culture knowledge
- Having developed adaptations to service delivery reflecting an understanding of cultural diversity

3 TYPES OF CULTURAL BARRIERS

Awareness

- Lack of culturally appropriate, cognitively empowering and linguistically diverse educational resources
- Service providers who are unknowledgeable about existing or concurrent services
- Lack of education on services may have a negative impact on engagement or enrollment rates.

Opportunity

- Service providers may feel youth are harder to reach due to cultural & generational barriers therefore do not attempt to present opportunities
- Opportunities can be missed if there is a lack of interpreters or knowledgeable providers
- Programs may not adequately address the cultural barriers youth feel are relevant to them. As a result youth will not buy-in to services.

Acceptance

- Lack of engagement may a result of past experiences
- Lack of engagement may be due to staff's lack of cultural compromise or interfere with cultural beliefs and attitudes
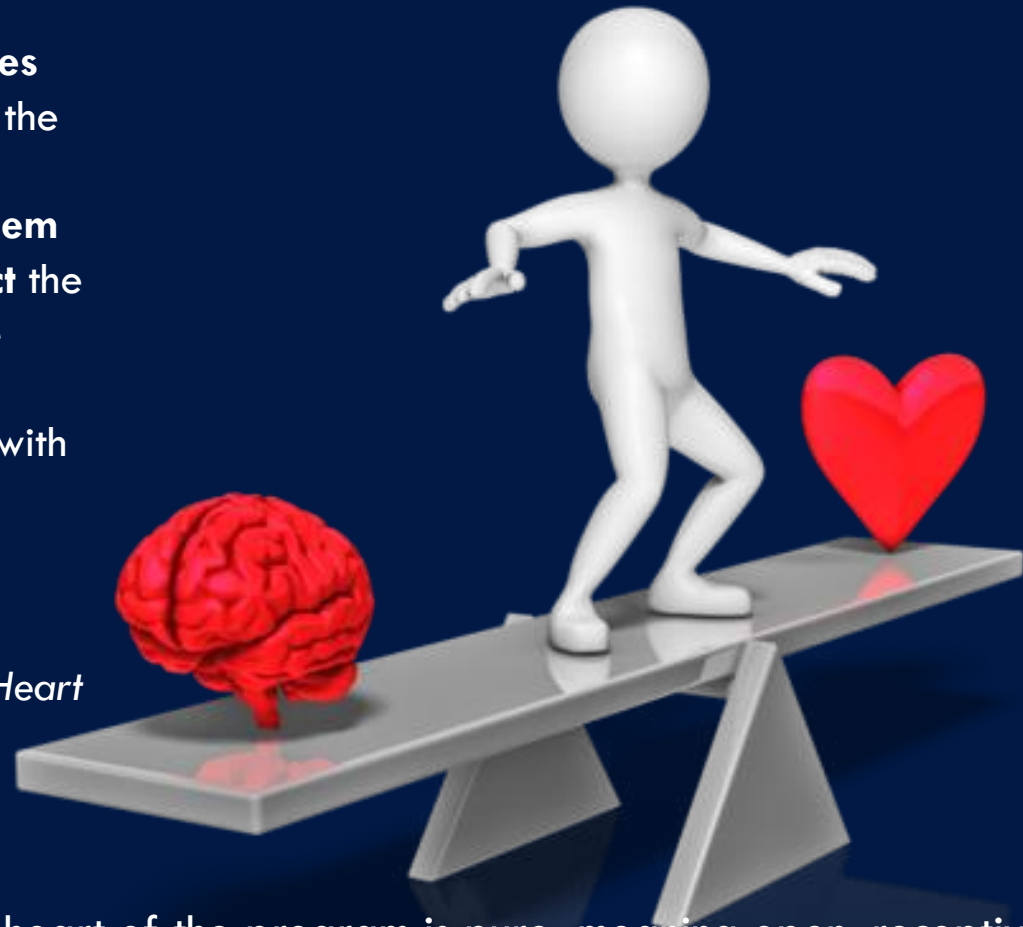
HOW DO WE OVERCOME CULTURAL BARRIERS WHEN WORKING WITH YOUTH?
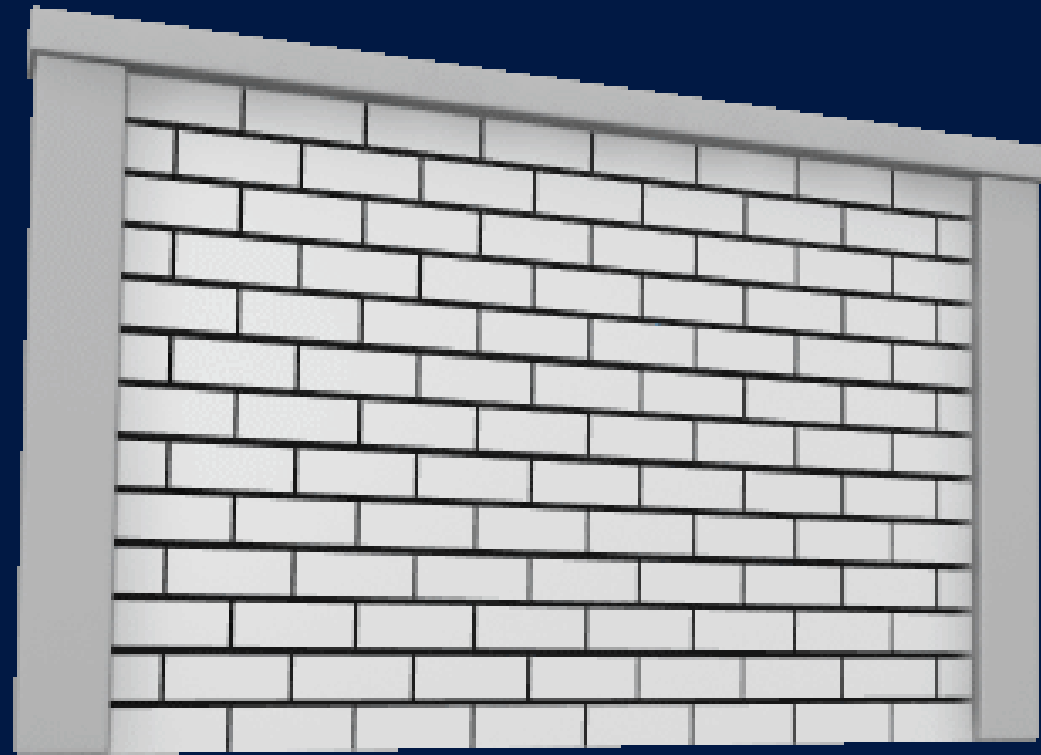
HOW TO OVERCOME CULTURAL BARRIERS

The **heart seeps** into **every conversation.** It **dictates** every **relationship.** Our very **lives emanate** from the **heart.** We **live, parent, lead, relate, romance, confront, react, respond, instruct, manage, problem solve,** and **love** from the **heart.** Our **hearts impact** the **intensity** of our **communication.** Our **hearts** have potential to **exaggerate our sensitivities and insensitivities. Every arena of the life intersects** with what's going on in our **hearts. Everything passes through** on its way to wherever it going. **EVERYTHING**.

- Andy Stanley: Enemies of the Heart

As a program, how do you ensure that the heart of the program is pure; meaning open, receptive, and unbiased? How are you ensuring that your hearts are in the same state?
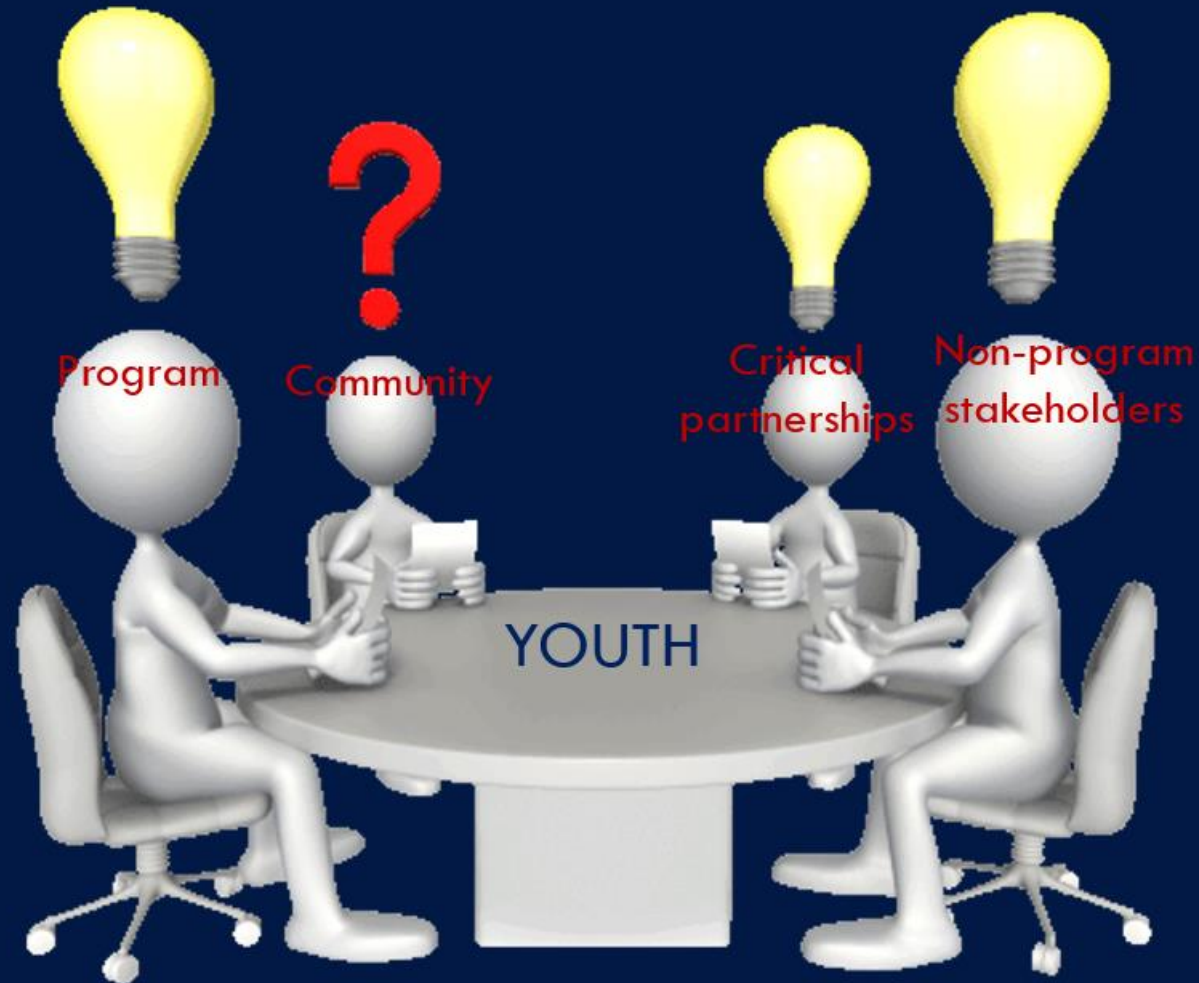
HOW TO OVERCOME CULTURAL BARRIERS 2

PERCEPTIONS
- Consider Myths and Misunderstandings
- External feelings regarding youth
- Youths' feelings about themselves

HOW TO OVERCOME CULTURAL BARRIERS 4

EFFECTIVE COMMUNICATION MODELS

L.E.A.R.N

LEARN

EXPLAIN

ACKNOWLEDGE

RECOMMEND

NEGOTIATE

E.T.H.N.I.C

EXPLANATION

TREATMENT

HEALERS

NEGOTIATE

INTERVENTION

COLLABORATION

R.E.S.P.E.C.T

RAPPORT/RECOGNITION

EMPATHY

SUPPORT

PARTNERSHIP

EXPLANATIONS

CULTURAL COMPETENCE

TRUST

L.E.A.R.N MODEL

- **_LISTEN_** with empathy to fully understand your participant's point of view, concerns, and confusions.

- _Ask_ open-ended questions that will illicit an explanatory answer from your participant.

- _Identify_ potential barriers and be sure to address them.

- Actively listen in order to differentiate between your point of view and the participant's point of view.

L.E.A.R.N MODEL 2

- **EXPLAIN** *& Simplify* complicated medical terms – determine and meet your participant literacy needs.

- Address participant's concerns and offer an explanation that does not impede on cultural beliefs.
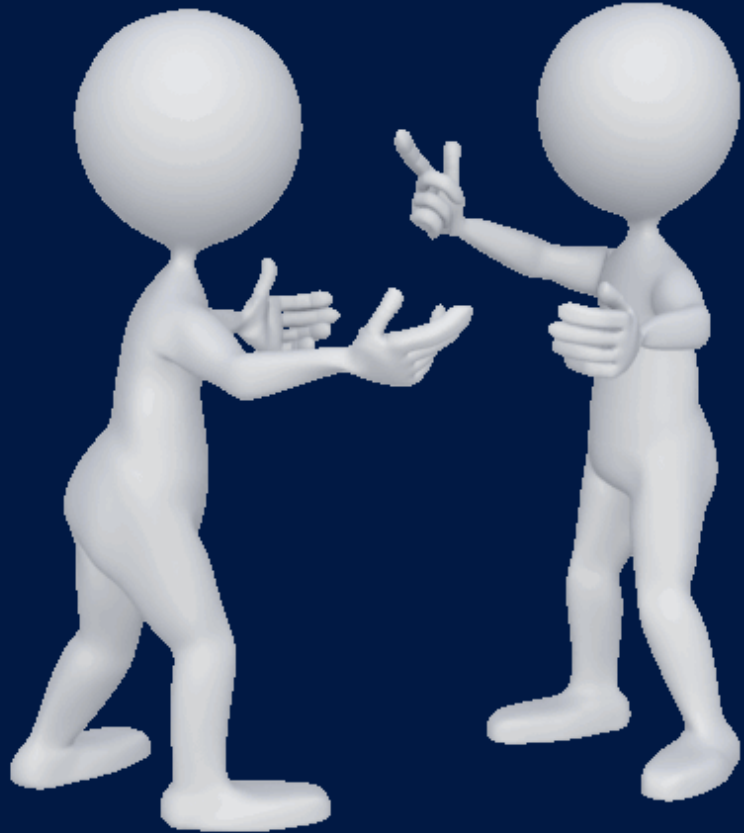
L.E.A.R.N MODEL 3
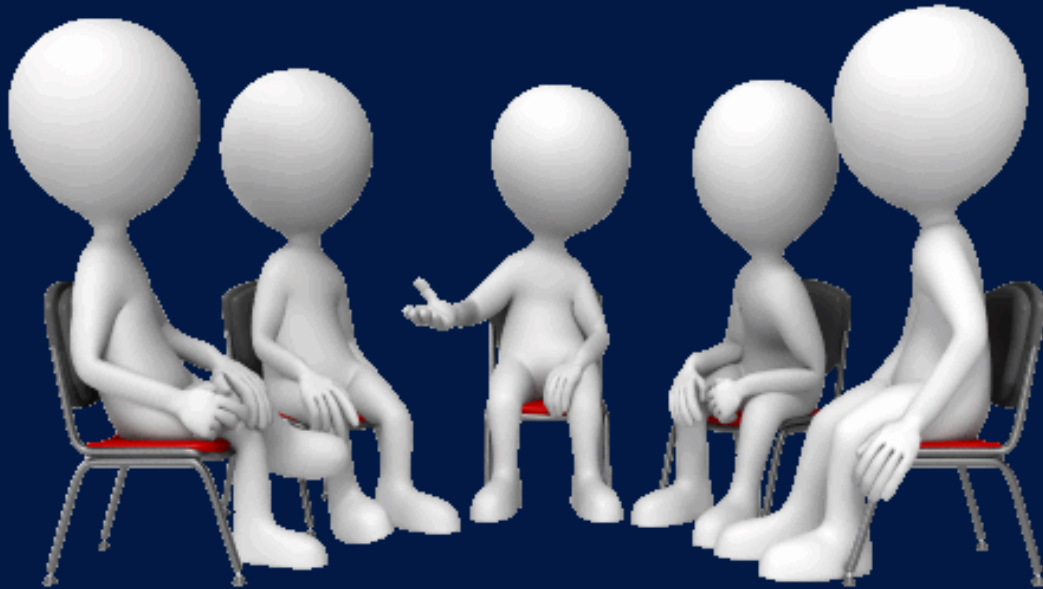
- **_ACKNOWLEDGE_** the differences between your participant's point of view and your own point of view.

- Do not dismiss concerns based on your own beliefs.

L.E.A.R.N MODEL 4

- ***RECOMMEND*** solutions that respect and work in conjunction with the participant's cultural beliefs and still adhere to program protocols.

L.E.A.R.N MODEL 5

- ***NEGOTIATE*** a plan to move forward that incorporates the participant's inputs, concerns, and agreement to adhere to program protocols.

L.E.A.R.N MODEL 6

- The steps of the **L.E.A.R.N.** model are not always in sequential order and need not be applied that way. In each interaction with the participant, one or more steps of the model can be applied. Body language is as much a part communication as verbal language so be sure your body language is congruent with your spoken words.

THANKS SO MUCH FOR YOUR TIME

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