



Facilitator's Guide



Introduction to Cultural Competence: A Training Tool

Cultural Competence

In a multicultural society such as ours, the commitment to value, respect, understand, and appropriately respond to cultural differences is imperative to the success of efforts to work with and support children and families. Culture matters. In fact, when culture is ignored, families are at risk of not getting the support they need, or worse yet, receiving assistance that is more harmful than helpful. The purpose of the CBCAP PowerPoint presentation on cultural competence is to provide a framework for stimulating discussion about: (a) what cultural competence is and why it is important, (b) how to evaluate individual and organizational cultural competence, and (c) how to begin to develop cultural competence and create means to ensure ongoing success.

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Cultural Competence and Prevention

The nexus between cultural competence and the prevention of child abuse and neglect may not be readily apparent, but is quite strong. The success of prevention and family support efforts is directly dependent upon the ability to build trust and understand all parents' strengths, challenges, perspectives, and goals. At the individual level, cultural competence provides one with the ability to think, feel, and act in ways that acknowledge, respect, and build upon ethnic, socio-cultural, and linguistic diversity. At the organization and system level, cultural competence provides the skills and infrastructure necessary to integrate and transform knowledge about individuals and groups of people into specific standards, policies, practices, and attitudes to increase the quality of services, thereby producing better outcomes.

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CBCAP-funded programs routinely serve richly diverse populations. Effective CBCAP programs demonstrate cultural competence by, for example:

- > Developing curricula for parenting classes that are grounded in the cultural values and familial expectations of the population(s) served
- > Hiring staff who speak the language(s) spoken by the families who use services.
- > Promoting non-threatening, non-judgmental opportunities to learn different approaches to child rearing, nurturing, disciplining, and learning.
- > Helping parents understand what schools, health care providers, and service systems expect of them with respect to child rearing practices, while at the same time working with protective services and agencies to understand and respect diverse cultures.
- > Ensuring that services have the capacity and cultural competence to serve families effectively.

Training Tool Facilitator

The CBCAP PowerPoint training tool on cultural competence is designed to be used by a facilitator who is familiar with the tool and, ideally, has at least a basic knowledge about the topic. Facilitators should be knowledgeable and experienced in leading a conversation on this topic and fully aware of their own culturally, ethnically, and socio-economically based values, biases, misconceptions, and assumptions. It is important that facilitators be open to perspectives and views that may vary significantly from their own. Open conversation can bring out many stereotypes, assumptions, and judgments. Therefore, facilitators should anticipate disagreements and emotional reactions to others' language and opinions. It is important to create "ground rules" for the discussion that ensure a safe and respectful environment for honest discourse.

Facilitators are encouraged to obtain additional background information about cultural competence by talking to people who have successfully developed competence in working with a culture different from their own, have adopted culturally competent policies and practices in their work environments, and/or have studied the subject by, for example, reading the materials listed in the Cultural Competence Resources document that was developed as part of this toolkit. Facilitators need not be experts or previously trained in cultural competence.

Use of the Introduction to Cultural Competence Toolkit

- > Project the PowerPoint presentation onto a wall or screen so that all participants can see it. If you do not have projection equipment, simply print a copy of the presentation for each participant. It is recommended that you print copies in black and white. Color copies are expensive and are not necessary for handouts.
- > Print black and white copies of the presentation using the "notes pages" feature so that workshop participants have space to jot down information for future reference.
- > Print a copy of the Cultural Competence Resources learning tool for each participant.
- > It is always good to print more copies than you think you will need. Unexpected participants might be present and/or participants may want extra copies to provide to friends and colleagues.
- > Use the presentation as a guide for instruction and discussion. Workshops should include considerable give and take between the facilitator and participants. Most likely, you will find that workshop participants have great interest in the subject matter and want to contribute to a lively discussion.



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on Child Abuse and Neglect, ACF, HHS. FRIENDS assists and supports the CBCAP state lead agencies by providing training, technical assistance, and information. Contact: Yvette Layden, Office Manager, 800 Eastowne Dr. Suite 105, Chapel Hill, NC 27514, 919/490-5577, ext. 222