

Cultural Mindedness, Dialogue and Action Planning

Online Learning Activity # 2

Worksheet : Cultural-Mindedness, Part 11

Cultural-minded people in any given situation attend to the demeanor and behavior of the people with whom they interact. On another level, they are sensitive to the type of relations influenced by the organization's power structure and relational processes, the organization's "climate."

The second step in becoming cultural- minded is to recognize the Barriers to respectful social group interactions. There are The Six Barriers to understand. The following are The Six Barriers with a brief explanation.

Instructions

After reading The Six Barriers, read the two case examples and identify at least two Barriers that you think are happening in each case writing in full sentences the reason (s) for your choice.

Post your discussion of The Barriers chosen for each case in the Discussion Forum. Then, post your discussion of the debrief questions in the Discussion Forum.

Grading Rubric (10 points possible)

1. The case analysis using the Six Barriers conceptual tool and debrief sections is written following the instructions fully and accurately (5 points).
2. The case analysis using the Six Barriers conceptual tool and debrief sections is written in complete and clearly articulated sentences/paragraphs. (5 Points)

SIX BARRIERS TO EFFECTIVE COMMUNICATION AND RELATIONSHIPS IN CULTURALLY DIVERSE SETTINGS

1. **VERBAL BEHAVIOR:** language
2. **NONVERBAL BEHAVIOR:** greetings, body gestures, eye behavior, vocal cues, body smell, expressions of emotion, time and space orientation, thinking style (linear or holistic)
3. **STEREOTYPES:** misinformation, missing information, preconceptions, bias (implicit and explicit) and overgeneralizing; bias and stereotypes provide psychological permission for discrimination

4. **JUDGMENT:** negative thoughts and feelings that accompany bias and stereotypes
5. **STRESS:** the discomfort felt in culturally diverse situations because uncertainty prevails; the magnitude of the discomfort that is felt will range depending upon the scope of the change and or maltreatment; culture shock is an example of the stress felt in culturally unfamiliar settings
6. **ORGANIZATION\INSTITUTIONAL BARRIERS:** the policies, procedures, programs, and processes that do not demonstrate diversity is valued by the organization/institution.

Case Examples: Read the following two recent case examples and identify 2 Barriers (using the Six Barriers list) you see in each case. Post your choice of Barriers for each case on the Discussion Board as well as a brief discussion of the reason for your choice. Write in complete sentences/ paragraphs. Then, post your answers to the debrief questions (listed below) in the Discussion Forum:

Case Example # 1

A diversity issue that I have encountered is in my current line of work. I am a Mental Health Worker and the vast majority of individuals that we target are those who are underserved. I have encountered the majority of individuals to be Hispanic/Latinx. Some of the problems we have encountered in delivering services is resistance from the Hispanic /Latinx community because they assume that our division is from Social Services. The large misconception that these individuals have is that because they think we are with Social Services we want to take their children away or break up the family. So we are finding that we need to educate them and explain to them the purpose of our program. Another problem that we are facing is the cultural barrier in regards to the Hispanic/Latinx Community not wanting to accept mental health services because of the negative stigma attached to it.

Case Example # 2

I work as a Case Manager for a Health Managed Organization, and I witnessed a cultural situation at work with a couple of Nurses in the Pediatric Department.

One morning a mother of a child was very distraught about the symptoms her son was presenting and although the child was treated immediately by the Urgent Care Pediatric Department, the mother was Muslim and was practicing her religion beliefs in the room in which other mothers were caring for their sick children. One mother seemed to be bothered by this and expressed her concerns to one of the Nurses who roughly approached the Muslim mother by informing that she could not practice her religion in front of other mothers; as it was offensive.

Another Nurse intervened for the Muslim mother who did not agree with the first Nurse's approach and the Nurses had a mild altercation. The Muslim mother was also insulted by the Nurse who was not sensitive to her beliefs and the harsh approach she used. Fortunately, the Department Administrator was able to defuse the situation and the Nurses were called in to the Department Administrator's office to address the matter.

Case Analysis of Six Barriers:

Write two Barriers you think are relevant to each case.

Debrief Questions: Post in the Discussion Forum your written answers to each debrief question

1. What did you learn about yourself by doing this activity?
2. What did you learn about others from doing this activity?
3. How can you apply what you learned to your internship this semester?