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Strategies for Creating a Culturally-Inclusive Mindset

Recorded July 31, 2020

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AudiologyOnline.com Course #35434

- [Carolyn] This is Carolyn Smaka, editor in chief at Continued, and it is my pleasure to introduce today's presenter. Esther Clervaud is an author and educational consultant in South Carolina. She has taught in both primary and secondary education in Florida and South Carolina. As a former educator, she created and implemented several events to increase cultural awareness, self-esteem, student learning and engagement. As a result, community support improved and student achievement flourished. In addition to being trained through Cornell University's diversity and inclusion program, she has gained experience working with diverse populations and data driven research. She currently uses her knowledge to facilitate professional development around the nation, educating professionals in various fields and expertise. Esther has published over 15 cultural resources including but not limited to books in curricula, and consults with organizations on strategies for increasing cultural awareness and sensitivity in their workplace. Her printed resources are presently utilized in several organizations, in school districts across the nation. I should mention today too that, today's course is part of a three course series that Esther Clervaud is presenting for us, we're very excited to kick off today's course. And at this time, I'll turn the floor over to our presenter.

- Thank you so much for the introduction. So once again, today's title is, strategies for creating a culturally-inclusive mindset. And I am Esther Clervaud and here are my disclosures. All right, so here are the learning outcomes. So as a result of this course, by the end of this course, you will be able to do several things. One is identify four strategies that can be utilized to generate a culturally-sensitive mindset. Explain the origins and manifestations of implicit biases and ways they can be mitigated. And plan necessary steps to transform culturally-inclusive thinking.

All right, so let's talk a little bit about multicultural America. According to the 2010 United States Census, the Hispanic population was at about 43%, the non-Hispanic population at about 5%, Asian population at 43%, and Nevada's minority population

will increase at the highest rate, and that was at about 78%. Now, according to the projections, the 2020 United States Census Projection, we are projected to be even more ethnically and culturally diverse in the coming years. So by 2040, more than half of all Americans are projected to belong to a minority group. By 2060, nearly one in five of the nation's total population is projected to be born outside of the United States.

So now you may be wondering, you're probably saying to yourself, oh yeah, I can just look at a person and automatically be able to identify their ethnicity. Well, let's put that theory to the test. I want you all to take out a sheet of paper, and you will number it from one to 10. We're gonna do a little activity and it's called name that culture. So the direction is basically, you'll number your paper from one to 10, and you're simply going to identify the appropriate ethnicity. All right, so I'll give you about 30 seconds to take out a sheet of paper and you'll number it from one to 10. All right, so here is the first individual and you've probably seen these people before, they're celebrities, probably on TV, probably in person perhaps not sure but you'll just be able to just identify their ethnicity.

So here's the first person, this is Garcelle Beauvais. What is her ethnicity? Garcelle Beauvais. She's an actress and her most popular role was actually on "The Jamie Foxx Show", she played Fancy. And she had quite a few guests appearance on different popular sitcoms as well. What is her ethnicity?

Here's the second one. Christina Milian. Christina Milian, she is an actress, a singer, a songwriter, but she's most famous for her R&B career. Christina Milian.

Number three, George Lopez, famous comedian George Lopez. Popular TV show entitled, "George Lopez" . All right, and be specific. If you think he's Hispanic you have to be specific. Is he Cuban? Is he Dominican? Is he Panamanian? Is he Mexican? Whatever it is, just write it down.

Number four, Charlize Theron. She's an actress as well as she played many leading roles and received so many different accolades, the Academy Award, Globe etc. Many others. What is her ethnicity? Charlize Theron.

Next person is Idris Elba. Idris Elba. He actually received a popular award a couple of years back I think it was about two years ago, by People's Award, I think he was voted the most Sexiest Man Alive, Idris Elba. But he's also known for his roles in the Marvel Universe.

All right, number six, Al Horford. NBA basketball player and I also had to put him in because he did graduate from my alma mater, undergrad, which is the University of Florida. Al Horford.

Okay. How about DC Comic's, Wonder Woman, Gal Gadot. Gal Gadot. What is her ethnicity?

All right, here's the next person number eight, Jackie Chan. He does it all, he is martial artist, an actor, film director, producer, stunt man Jackie Chan. And of course he was in a popular movie with Chris Tucker entitled "Rush Hour". Jackie Chan. I have two more after this.

Hugh Jackman, Wolverine. What you probably didn't know about Hugh Jackman is that he's actually a singer and a producer. In addition to acting, he actually sings and produces as well. Fascinating. Hugh Jackman, now you see the name.

And the last one is August Richards. And he is best known for his role in the WB television series, "Angel" and "Agents of S.H.I.E.L.D". Hugh, I mean, August Richards.

All right, so now let's go ahead and go over the answers. Let's see how good you were. Okay, so answers name that culture. So tally up your correct responses. Here's the first one, we said Garcelle Beauvais. She is, drum roll please, Haitian-American. Haitian-American. Number two Christina Milian, she is Cuban-American. And you know one thing that's very interesting about Christina Milian, because the society we live in people tend to identify you first by your race, she's unable to cast Hispanic roles because she looks more African-American. So that's very interesting and it's gonna lead on to our discussion a little later. Christina Milian is actually Cuban-American. George Lopez, Mexican-American. George Lopez is Mexican-American. Number four, Charlize Theron, South African. She is South African. Idris Elba, he's English. He's from England. The roles that he generally plays, he doesn't have an English accent, he actually have an American accent, but if you actually hear him during live interview, it is apparent that he is English. Al Hartford is, Dominican. Normally when I do these sessions a lot of people tend to think that he is of course African-American, but he's actually Dominican. Gal Gadot, Israeli. Gal Gadot is Israeli. Jackie Chan is Chinese. Hugh Jackman, Australian. And the last one August Richards, is Panamanian-American. Panamanian-American.

So, here is the news flash, race is not necessarily an indicator of one's culture. We cannot continue to assume that if a person is black on the outside, that they are African-American, if they are white on the outside, that they are an American, if they are Hispanic that they're Mexican, and if they are Asian that they are Chinese. Those are usually the four cultures that we believe that are present in America. We tend to align the way we treat people based on those stereotypes of those cultures. So it's very important for you to know the cultural identity of the people that you serve in order for you to better meet their needs.

So today, I'm going to give you four strategies for creating a culturally-inclusive mindset. All right, so four strategies for creating a culturally-inclusive mindset. And I

wanna say, remind you to keep up the sheet of paper that you were just writing your answers on, because we're gonna do another activity that I want you all to use that paper for. So it's very important that you do use your paper and do the activities that we're doing together. So that way you can get to better understand and grasp the information a little bit more. All right, and take notes too if you have to.

All right, so here is the first strategy. Learn about your culture. Cultural self awareness is very, very, very important for many reasons. But in order for us to really know why it's important to be culturally aware, we are self aware, we need to know what culture exactly is. So what is culture? Cultures are the thoughts, customs, values and beliefs that defines a particular ethnic or racial group. So it is your worldview of how you do things, how you say things, the way you think about things etc, all of that combined together, is your culture. So who am I? Many times I ask people to explain to me their culture. A lot of times people who are from other countries, they're able to do that, but a lot of Americans I see find it a little bit more difficult to kind of identify exactly who they are. Because I think partially, we don't really take the time to figure out who exactly we are.

So it's important for you to build your cultural self awareness, very, very important. There is a tool that we have provided for you all, it's called my cultural identity. And on it, it's about four pages that I have. Let's see one, two, about five pages. You'll be able to really kind of investigate what your culture is, what your values are, your languages that are spoken, the traditions that you have, the holidays that you celebrate, things about your food, your religious breakdown, which is very, very, very important. And I'll explain that a little further, why we think religion is very important when it comes to being self aware. Some of these cultural stereotypes that are common in your culture, is very, very important to know the stereotypes as well. Because it'll allow you to, number one, dispel them and already know what some people may be thinking about you when they first meet you. How children are treated in your culture, the different

research that you can do. So make sure you utilize this tool that we have provided for you, in regards to knowing your culture. So understanding your worldview is very important because once you know who you are, there's a better chance that you won't apply, your values, your morals to another person that you meet, who may be outside of your cultural norms. So, go ahead and use that tool, My Cultural Identity to kind of get a better understanding of who you are and why you believe the things that you do. So that's the first strategy that you need to have in order for you to begin to create this culturally-inclusive mindset.

The second one is, open up to the knowledge of other cultures. Okay, number two is, open up to the knowledge of other cultures. Now this is very important, particularly when you are working with people. I know many of you, all you as clinicians, you have an opportunity depending on the environment that you're in, to go to certain housing, to either evaluate or provide service to those you are servicing. Now, when you go into those housings, you may not, those homes, you may not like everything that you see, if depending on your faith for instance, or depending on your beliefs when it comes to statues, or certain monuments or figurines or, of such. You may see it and automatically, you want to judge the person based on what you see in their household or certain smells that you smell when you go into their household. When you are open up to the knowledge of, when you open up to the knowledge of other cultures, you begin to be less judgmental. You start to see the person as a person who just probably does things a little differently than you do. But in order for you to do that you have to research different cultures. We cannot continue to assume that, well, I had a client who is that race, so I had a client who was in that particular culture, they're all the same. I just treat all my clients the same, or my patients, those you are serving the same. We can't do that. Because we have to treat them as an individual in order for you to see what will be best for that particular person. So you have to research the cultures, find out different things about the culture, such as their values, such as their morals, what are the things that they find important, the things that they do not find important.

One thing that's very interesting to me is even in your fields as the OTs, PTs, audiologist and SLPs. There are some cultures who have never heard of your profession. Yes, believe it or not, there are some cultures who have never heard of your profession. Depending on the culture, particularly collectivist cultures, if they're more religious, they're going to believe that their Jehovah-Rapha, which is called their, the God of healer, the God who heals, is able to heal them from a speech impediment for instance. They even have certain things that they do in certain collectivist cultures where they believe that they can just go ahead and boil rice, and I don't know if you've heard of the rice water treatment as the SLPs, those of you who are SLPs, they boil the rice, they take the rice out, and that water, they give it to the person who stutters to drink and that's supposed to secure them from stuttering. You know, they have different beliefs as far as with the PTs where you touch them, whether or not they want to be touched and whether or not they're going to take your recommendation and actually follow it.

As your job as clinicians, you're supposed to attempt to try to make it as comfortable as possible for them during treatment, during your discussions, during your evaluations, during your recommendations, to share with them your knowledge, and also why they should do what you're recommending them to do. But people in certain cultures, they would actually go and ask their neighbors, they have, I believe is called the system, where they ask other people, well, what have you done? Where have you gone to do this? And rarely would they say, I went to SLP or I went to OT, I went to audiologist. And for audiology in particular, a lot of times people would assume that is more so because of age, they don't realize that there's actually someone who is there who can help them with their hearing. So when you're researching these cultures, you're learning more about them, their beliefs. Once again, you're better able to service them because of your knowledge.

There's another thing that people tend to say, and I love this quote, where it says, "People don't care about how much you know, until they care about, or until they know how much you care". You know, once you're showing them that I am making an attempt to learn about your culture, I wanna know about who you are. And you make sure you're comfortable enough to share a little bit of something about you. You're creating that relationship. Oftentimes we have people who actually go look for another clinician, because either a, they didn't feel comfortable with you. Maybe they thought that, oh, she doesn't understand me or she's not really listening to me. You know how many times have we sought out certain help or just going to the doctor's office, and they didn't seem like they really cared about you, they were just treating you as another client or as another patient. But when you show them that, hey, you know what, I really do care about what you're saying, and I wanna be here to help you, you'll be more successful in your service with them.

So research the different cultures, ask questions, it's okay to ask questions. You know many times we're like, I don't wanna be offensive, I don't wanna say the wrong thing. Or, sometimes people they enjoy sharing with you about their culture. They enjoy telling you what we eat in my country, or how we do things in my country or whatever the case is. And that's all about building relationship. Building your relationship with the person to just show them that, hey, we're here together, this is a team effort, and I wanna help you, but in order for me to help you, we need to have a conversation to see what I need to address. So visit cultural museums, that helps as well. When you're opening up to the knowledge of other cultures, there are a lot of different resources out there, where you can actually do virtual tours as well, if you're unable to go to the destination to actually visit it. Try cultural dishes, that would allow you also when you have that conversation with that family or when you go to the house and you smell something different, I would say different, you would already be able to identify what it is and that right there can open a conversation. You know you want them to feel safe,

you want them to feel that they're valued, that they're worthy. And by doing your own research and opening up to those that allows you to really, to do that.

You can also watch documentaries. If you're at home and you just have extra time, or you just want to increase your cultural awareness, watch some documentaries to see exactly about that particular culture, what you can learn about even more. Discover different cultural resources, there are a lot of resources out there on the computer, in books, if you're into audible, just, listening to the different novels or books and documentaries and so forth. You can do that. There's also a couple of resources where you can visit World Day for Cultural Diversity for Dialogue and Development. And that's the website right there, they have like a lot of diversity information. The with National Cultural Awareness Day as well. Because like I said, we are here together to try to learn a little bit more about each other. And if we don't put out the effort to do so, we will be very much more so polarized than anything.

Okay, and that leads us to the next one, value your culture without devaluing others. This is very, very, very important. And I love this quote by Cesar Chavez. It says, "Preservation of one's culture "does not require contempt "or disrespect for other cultures". I'll let you read that one more time to yourself. Kind of let it sink in. So what exactly does that mean? It's okay to be proud to be what you are. It is okay to be proud to be an American, to be proud to be a Jamaican, to be proud to be a Haitian, to be proud to be, etc. But, just because you have that proud in your culture in your heart for your nation, does not mean that you have to disrespect other cultures. You give them the same respect that you would want somebody to give to you. Give them the same ear that you would want somebody to give to you. Give them the same time that you would want somebody to give to you. So the same effort in learning about that person that you'd want somebody to give to you. There's something called ethnocentrism. And that's when we pretty much look at somebody else's culture through our cultural lens. So we attribute whatever it is that we do in our culture, to

what should be done in their culture, and this is very destructive. Now, there are some advantages to ethnocentrism. So in ethnocentric thinking, and some of it is that there's higher self-esteem, that there's solidarity, independence and freedom as well. When you're so proud of your culture being superior in some aspects but there are more disadvantages. There's more polarization where we're more separated than together. We reject other people's culture. We isolate ourselves from others. But when we open up ourselves to those cultures, we open up ourselves to different environments where you wouldn't normally be as uncomfortable as it may be it may present some discomfort, but the more you're into those environments, you'll begin to be more neutral, you'll begin to just wear your hair down and more comfortable in actually having more conversations with those who do not look like us.

So it's okay for you to be proud once again with this one, but make sure you be careful that you do not devalue someone else. Just because you offer a recommendation or you've evaluated a particular family, and you notice that, well, they should just do something like this, or they should just, they should just, their just is different from yours. Because for you, it may be that this is how we do things in our particular culture, but for them, it's like, no way you never do this. And it even goes with the speaking. You know, in physical therapy, there are some men in certain cultures who they cannot express weakness. It's a bad thing if you are in pain, and you tell us you're in pain. So there are certain types of therapy that you would provide to them. They may not always tell you that, hey, this is a little painful, this does not work for me and so forth. But the more you begin to learn about that particular culture, you end up seeing that, hey, I'm valuing what I do in my particular culture or how we view certain things, but I'm not gonna devalue if they do certain things a different way. So value your culture without devaluing others.

So let's quickly go over the first one, we said, the first one was, how to learn about other cultures, right? The next one, the next strategy we said was what? All right, open

up to the knowledge of other cultures. And then the next one, the third one we said is, value your culture without devaluing others.

Okay, I have another activity for you all. So that same paper that you just had, take it out, I hope is right in front of you. You can do it on the back if you need to. And this one I just had, I'm sorry I don't have any fancy titles for these activities, but this one is called, your first response. And here's what you're going to do. So you're gonna number your paper from one to 12, you're gonna write the first word, the very, very first word as horrible as it may be, or as positive as it may be, the first word that comes to mind after hearing the given term, okay? I'm gonna have the terms on the screen, one by one. And you're going to just write down the very first term that comes to mind. I'll give you about, and I want it to be quick. So just to give you a little bit time to write, I'll give you about 20 seconds. But make sure you already have your papers numbered, your paper numbered from one to 12. All right. Give you 10 seconds to get everything together. No pressure. All right, here it is, here's the first one.

Number one, babies. First term that comes to mind, 20 seconds.

Audiologists.

White people.

PTs, physical therapists.

Therapy.

Black people.

SLPs. Those are speech language pathologists, SLPs.

Hispanics.

Whole Foods.

OTs, occupational therapists.

Asians.

And Jamaicans.

All right, so let's go over some of the answers. This is what I want you to do, go ahead and compare your negative responses to your positive responses. So everything that you circled a negative response or you wrote down a negative response, go ahead and circle it. Okay, so now you may be wondering, okay, I thought I was unbiased, so I didn't think I was going to be that negative towards certain things, people or groups. What happened? Well, your responses were basically formed by the media, cultural environment and personal experiences. And you know what we call these? Implicit biases. And that is our fourth strategy, examine your implicit biases. And notice I didn't put, examine yourself if you have implicit biases, because actually, they're natural, we all have them. That's the bad news, we all have it. But the good news is that they can be mitigated. And I'm going to tell you exactly what we can do, some things that we can do, non-exhaustive things we can do to mitigate your implicit biases.

But let's talk a little sorry, let's talk a little bit about what implicit biases actually are. So they are the preference for or against a person, thing, or group, held at an unconscious level. So you've probably heard unconscious bias, they've said, implicit biases, they've used, hidden biases, all of them, they're the same. So now how are they created? Well, what I just said, it's the media, you have the cultural environment, you have your

personal experiences. So the way I like to explain implicit biases to people is this way, so basically, our brain receives a lot of information per second, and there's no way we will be able to sit down and analyze every single thing that comes in. So because our conscious mind can't do that, it goes straight to our intuition driven, unconscious mind. So it forms and place things into categories, so that way we can use them, and they're readily available when we need them. So you can kind of picture, you're in your mind, there are several rooms, there're several rooms in your mind, and then on the doors of those rooms there are titles, or there are names of things, groups and people. So whatever you've learned growing up, whatever you've seen on the TV about a particular group, whatever personal experience you've had with a particular person, you place it all in that little room with that sign of that particular thing on the door. So whenever you meet a person, that has the name of whatever is on the door, you attribute whatever it is that you had in that room to that person.

For instance, if you've learned throughout life that all African-American males are violent, that most likely they grew up in a single-parent home and that single parent was most likely a mother, that they usually have several kids before marriage, that they're athletic, that they do not speak well or whatever it is that you, any stereotypes that you've probably heard. So whenever you see an African-American male, you're not going to automatically say, hey, you know what, let me, let him prove himself to me. No, what you do instead is attribute whatever it is that you those biases that you already have, about African-American males, before he even says anything. And the thing about it, is when the person is trying to prove themselves to be something other than what you already believe them to be, you already have those biases and those beliefs that it begins to form this self-fulfilling prophecy that once they do something that is similar to something that you thought already, you're like, oh, yeah, there it is. I knew that was going to happen, they're all the same. So we tend to generalize everyone as being the same.

Now, how can your implicit biases actually be mitigated? Where there are intentional steps that must be taken for mitigation, you know this, like I said, all of us have it, no matter how much we think that we are unbiased, we do certain things without us even realizing that we've done it. Now Harvard, they are really big with the project implicit, they call it. So what they do, they have about 15 different topics where you can actually go on, it's called Harvard implicit. And I'll have the site for you in a later slide. But basically what they do, it's a test that you're able to take, an implicit association test to see what bias you have towards certain things. For instance, you can have a bias towards a person's weight, you can have a bias towards a person's race, a person's gender. So there are different types of biases that you may have that you probably don't even know that you have. But in less than 10 minutes, you'll be able to identify those biases, using that resource that Harvard actually provides.

Also, I have a tool that I have for you guys and it's called, overcoming or mitigating your implicit biases. So there are five but like I said, they're non-exhaustive, so there are more things of course that you can do, but these are some of the things that you can begin to do to mitigate them and to decrease them, that when you go into your practices and when you go into your field, that those biases that you already have will not be projected to those you service. Okay, so the first one is identifying your biases. And I told you guys go on to project implicit by Harvard and they'll give you an opportunity to do that. And once again, this tool is available to you. So if you print it out, you'll be able to write notes and talk about your results or whether or not you thought it was accurate and so forth. And another thing is avoid generalizations. We have to avoid being so generalized. Yes, I know you are all clinicians, and I know is by your different studies that you're doing that you begin to be an expert at what you do. And you realize that, oh, there was a certain case that was similar to this one, but you will not find any case that is going to be identical because people have different experiences, they have different cultural backgrounds. So you have to see them, of course using your skills and knowledge and understanding that you already have but of

course always seeing them as an individual which is what I want to tell you guys next, is practice individuation. So, practice individuation, see them as an individual instead of a group that all do the same thing. And then learn about cultures. And then practice empathy. Putting yourself in somebody else's shoe. How would you feel if you were in that particular shoe, almost like perspective taking, to see exactly what can be done and changed to mitigate those biases. So I do recommend that you go on and download that, make a copy, fill it out, and begin to grow in cultural awareness.

All right, so, those were the strategies that I had, four strategies in particular for creating a culturally-inclusive mindset, before we go on to our action, that we're going to be completing. So the first one we said, well, before I show you the first one, let me see if you can tell me without looking at your notes. What are the four strategies for creating a culturally-inclusive mindset? Well, if you said learn about your culture, you are correct, for the first. Second one we said, open up to the knowledge of other cultures, if you said that, you're correct so far. The third we said value your culture without devaluing another. And then the last one we said, examine yourself for implicit biases. So if you said all four of those, kudos to you, very very good. But now if you forget, somehow if forget everything that I said today and you're just like, no I don't know how to create a culturally-inclusive mindset, I took a training on it, I took a course but the lady was just talking too much and it just went in one ear and out the other.

Well, just remember this word, is LOVE. Love those who do not look like you, who do not sound like you, who do not talk like you, whatever the case is. You know a lot of times, we have these things that we do, because we don't really care too much about people. But once you begin to just love your profession so much that you're wanting to perfect your craft, you're wanting to service people better. And then you'll find ways to become more culturally aware, to become more educated in what you're doing in order for you to service your groups more efficiently.

So here's what I have for you, your action plan. One thing I do not like is taking a course or going to a professional development and leaving there with nothing to improve on. So I created this specifically with you in mind. This is an action plan and it's my new mindset. I have right here, if you print out another tool again, I'm sorry if I'm using all your ink But this one is action plan, my new mindset. So you're going to create steps to transform your thinking. I told you all already that it's pervasive implicit biases we all have them, that's just the way our brain works in trying to understand things. But the good news about that is that we can mitigate some things that we do in order for us to be more effective in our profession. There are, learning about those cultures will allow us to be even more and more successful when we are opening up to the knowledge, when we're doing research. We're not depending on the person to give us all of their information, as some of us do when we go to interview and evaluate a person's family history and so forth. But we're also doing our research too without assuming anything, and then valuing your heritage and so forth. So go ahead and print that out. And we're gonna do a couple together, just so I can kind of put you in the right direction, so we can make sure this is right.

So on the same paper, if you need a little bit more room, you could put it on the side but if you print out this tool that will be perfect, it'll allow you to save paper. So learn about your culture. So tell me what are some things that you're going to do within the next three months, that is going to allow you to begin to learn about other cultures? Learn about your culture. So I'll give you about, a minute to write down a couple of things. And this has to be done within the next three months. When you're creating your goals, you wanna be specific. You wanna have, of course the time in mind. Oftentimes, they talk about SMART goals. So be specific, measurable, attainable, I don't recall the R, and I think it's timely, yeah. But just make sure you're specific in your goals in order for you to of course, accomplish them. So within the next three months, what are some things that you're going to begin to do to reach and to learn about your culture. You can add some of the things that we've already spoke about,

some of the recommendations that we had. So I'll give you about a minute for that. And then I'll show you some recommendations that I have in addition to what was already discussed that you can do to learn about your culture.

Give you 30 more seconds. 10 seconds.

Okay, so here are some things that I have for you. You can ask family about past history by the end of the month. Ask about your, I know there's one thing, it's ancestry.com I believe, I've never done it, but I've heard of great things about it. That you can kind of try to figure out, creating your family tree of some sorts, using social media to find family members within the next two weeks. You can do that. So ask your family about past history by the end of the month. So where did your grandparents come from? Or where did your mom migrate from or your siblings, or who are your parent's siblings? Creating a family tree is actually really cool. It takes a lot of work, it doesn't happen overnight of course, but it's very rewarding when you get to learn about who you are. And that is key with cultural awareness. If ever somebody told you that it's not, it's not true, it's very important for you to learn about your culture, because that will prevent you from imposing your attitudes, your beliefs on another person, and understanding that we're all different and we've all gone through different walks of life, experiences and so forth.

Okay, so here's the next one. What are some things that you can do within the next three months, to open up to the knowledge of other cultures? And I'll give you a minute for that one as well. So open up to the knowledge of other cultures. Remember, we gave you all several recommendations as far as the research that can be done, going to different restaurants, trying culture dishes and so forth. So what are some specific things that you will do as a clinician to allow you to open up to the knowledge of other cultures? And I'm telling you, those you service will really appreciate it and they will

really begin to understand and think and believe that you really care about them and have their best interests in mind.

So I'll give you one minute in silence for you to come up with that. 30 seconds. 10 seconds.

Okay, so here are some of the suggestions that I had. That maybe you could attend at least one cultural event by month three. So by month three, at least one cultural event that you can go and attend, either in your community, Eventbrite, they have a lot of things that, excuse me, you can see a lot of the activities in the community, in your area, that you can actually check out to see if that's something that you wanna visit. They have them online programming as well as things that you can actually go face-to-face and actually experience as well. So utilize that, even your local newspapers, see if they have events that are going on as well. So make sure you check that out as well. Ask someone to share information about their culture by month three. Just ask, you're having that conversation with strangers of course being safe, of course, but, maybe when you are at a place where there's like a lot of people there and you just wanna have small talk or you wanna introduce yourself to someone, feel free to do that, have them share something about their culture and you share about somebody else, or their culture too, your culture rather. So keep in mind that this is, if not one of the most important, I am thinking is one of the most important, opening up to the knowledge of other cultures because cultural background has a huge impact on how individuals seek help, their views on illnesses and diseases and how to interact with you. The recommendations, like I said that they take, whether or not they take it, whether or not they seek out help. That has a huge impact, that plays a huge role based on their cultural background. But when you are able to start to understand a little bit about these cultures, you start to learn about other cultures, then you'll be a little bit more sensitive and non-judgmental. So open up to the knowledge of other cultures, whatever it is that you put, if you didn't have anything that was more specific

than what I put, go ahead and do some of the things that I recommend right here as well.

Then value your culture without devaluing others. What are some things that you can do to begin to, although you're valuing your culture, you're proud to be who you are, what are some things that you can do without devaluing or showing disrespect to others? I'll give you one minute to come up with that. Think about that, something that you can do that is attainable, and specific. One minute. So value your culture without devaluing others. What are some things you can do, and I'll give about 30 more seconds for that.

Okay. So here are some of the things that I recommend. Post a diversity posts on social media by the end of month one. Post some sort of diversity posts, where you can show that we are all wonderful people, created equally, that is beautiful to be diverse in multicultural America, whatever it is that you can think of . And share with at least one person the importance of cultural diversity by the end of month two. Okay, so this is gonna allow you to take some time to really just think about cultural diversity, some of the advantages that we have, yet creating this beautiful tapestry. Just thinking about it and reflecting on it. And then share it with somebody. Whether or not you believe that they need to hear it, share it anyway. At least one person. Excuse me, the importance of cultural diversity by the end of month two.

Okay, and let's do the last one. The last one is examine yourself for implicit biases. Examine yourself for implicit biases. See the one thing that I wanna mention though about implicit biases, that if we're not careful, these biases can create blind spots for us and essentially divide us. So before I say more, let me give you a couple of minutes, just one minute, to come up with some things that you can do to examine your implicit biases.

40 seconds. 10 more seconds.

Okay. So let's go ahead and get that. So once again, I did recommend that you use Harvard's Implicit Association Test, the IAT, by the end of month one. And if you look at the paper that I have for you, it's the mitigating it, we have a little bit of information about that. But here's, yep. One second. Okay, yeah. And then the last one we have is, ask family members to expose my biases by the end of month three. I know this is a tough one, but it's so important. Once again, Harvard's Implicit Association Test, there's of course we have some debate over it, but a lot of times the results that you get are really close to accurate. So if you for some reason you're like, okay, I don't really think that I have this bias towards XYZ, well, ask your family, they'll expose it. Because a lot of times we don't realize that we do certain things and, people who are close to us or closest to us, they tend to see it like, oh yeah, you actually do that a lot, or, yeah, I realized that or I noticed that, I just never wanted to say anything. And when they do expose it, don't be so critical where you're like, oh, you don't know what you're talking about or be so defensive. But make sure you just see, okay, thank you for sharing, take it. You may have to just give yourself a break for that one day. Don't ponder too much over it, write it down and maybe the next day you start to just think, meditate on some of the things that you've probably done in the past, or just start to think about the conversations that you probably had, and you'll be amazed to see that hey, they probably were correct.

This is important like I said, you as clinicians, you want to create, you wanna be approachable. You want to show those you service that you are here really for them. So if you create this environment that is comfortable and that is safe, safe is the key term, then I will be more willing and more likely I will be able to discuss more with you all my feelings or what was going on or how I really feel. But if automatically I already feel that you really do not care or that you already looked at me differently when I came in because my hair was wrapped or the way my name was spelled or the way I

pronounce my name for whatever reason. So you've already showed me because a lot of things that we, is not what we say but is what we don't say. You can say welcome, I'm so happy that you're here. But really, your demeanor is just like, okay, is it almost time to go? People can sense that. But when you identify those biases that you don't even realize that you have, you'll be better able to create an atmosphere that is more safe and welcoming for all of those you service.

So I wanna say thank you so very much for this opportunity that I just had to share with you all. Is very, very important once again as clinicians that we are culturally aware. This is multicultural America as we started off with this in this course, and is becoming more ethnically and more culturally diverse in the upcoming years. So we have to be prepared to service people in this environment. So I leave you with this wonderful quote, that I think is wonderful. So it's, "Instead of focusing on the 'them'", where we're more so upset that we have to adjust because of them, we have to change this because of them. "Let's focus on the 'US'", so it's all about us working together, is all about us creating a nourishing environment, it's all about us being able to help one another. And then we'll be able to appreciate the you. So then you can see that person as an individual, you can see that the person is not like everyone else, but they are an individual who, deserves to be treated as such. So once again, thank you so much for your time. I hope you learned a lot and will be able to apply those recommendations, your new mindset in the days and the months to come. And here are some of the references that we have here. If you're interested in anything that was discussed and wanna go in a little deeper, please feel free to do so. I have some recommendations right there for you. Thank you so much.

- [Carolyn] Thank you so much, for such an engaging and informative course. We look forward to the next two courses in the series. And is always a pleasure working with you.

- [Esther] Thank you.

- [Carolyn] That wraps our course for today and we wish everybody a great rest of your day.