

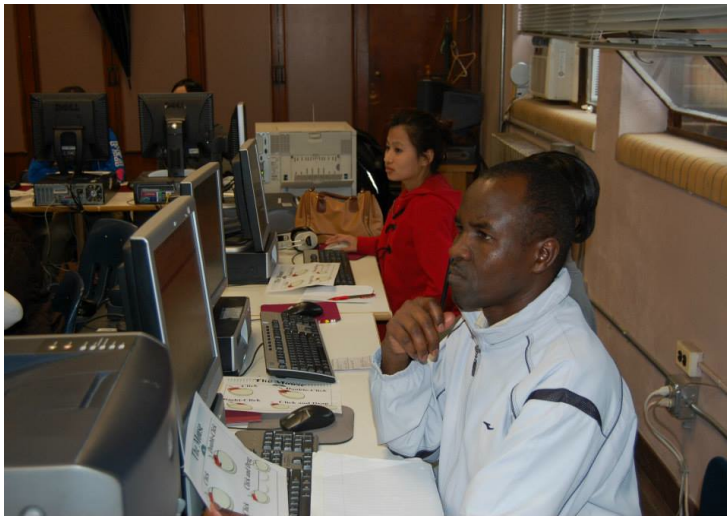
# Cultural Awareness for Community Service Providers: Cultivating a Diverse Workforce

Presented by

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# Our Purpose

- **Have a basic understanding of who refugees are and why they come to the U.S.;**
- **Have a better understanding of concepts of culture that impact how we interact with the world and how these concepts contract with other communities and cultures;**
- **Gain culturally specific knowledge regarding religious observance, accessing services, and other general Human Resource topics.**

- ❖ **Safe Place**
- ❖ **Respect**
- ❖ **Have Fun**



# DIVERSITY





# PROFESSIONAL



欢迎光临

ברוכים הבאים

KARIBUNI

ပတူၼ်လိၼ်မုၼ်ဘၼ်နၼ်လီၼ်

خوش آمدید

SOO DHOWOW

DOBRODOŠLI

स्वागतम्

# Welcome

Добро пожаловать

BIENVENIDOS

BIENVENUE

လိၼ်လဲၼ်စွၼ်ကြိၼ်ဆိၼ်။

WILLKOMMEN

مرحباً



Chào Mừng

# Who are Refugees?



- Had to leave their home.
- Had to leave their country.
- Treated badly because of who they are or what they believe (religion, race, opinions)
- Did not have a choice.
- Lived without a home for many years.

## As defined by Article 1 of the 1951 Refugee Convention:

“a person owing to a well founded fear of being persecuted for reason of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable, or owing to such fear, is unwilling to avail himself of the protection of that country.”

# Demographic Data

## Foreign Born Persons percent, 2006-2010

New York State	22.1%
New York City	37%
Albany	11.7%
Utica	18.3%
Syracuse	11.1%
Rochester	9.0%
Buffalo	8.4%
Binghamton	9.4%

Source: 2013 US Census

## Language Other than English Spoken at Home 2006-2010

New York State	29.9%
New York City	48.8%
Albany	15.7%
Utica	27.2%
Syracuse	17.4%
Rochester	19.1%
Buffalo	15.6%
Binghamton	14.2%

Source: [quickfacts.census.gov/qfd/states](http://quickfacts.census.gov/qfd/states)



# Additional Demographic Trends

- A large and growing Dominican population.
- A steady African American population
- The Asian population is the fastest growing demographic in the U.S.
  - Vietnamese = 4<sup>th</sup> largest
  - Cambodian = 8<sup>th</sup> largest
  - Hmong = 9<sup>th</sup> largest
  - Laotian = 11<sup>th</sup> largest
  - Burmese = 13<sup>th</sup> largest
  - Bhutanese = 19<sup>th</sup> largest



<http://www.pewsocialtrends.org/2013/04/04/asian-groups-in-the-u-s/>



# Our Neighbors

## Arrivals in the last 10 years



- ~ 3,600 Burmese – Mostly the Karen Ethnic Group, but also Burmese Muslims (Rohigya) and Buddhists



- ~ 350 Bhutanese/Nepali

- ~ 400 Iraqis

- ~ 650 Africans (Sudan and Somalia)

### Previous Populations

- ~ 4,500 Bosnian

- ~ 2,500 Russian (former Soviet Union)

- ~ 2,500 Vietnamese/Amerasian





# Challenges/Opportunities: Accessing Services

- Language
- Culture
- Identity
- Role Reversal /  
Power Dynamics
- Educational Experience
- Long Range Planning /  
Choices
- Trust
- Trauma





# Why does this matter to you and your organization?

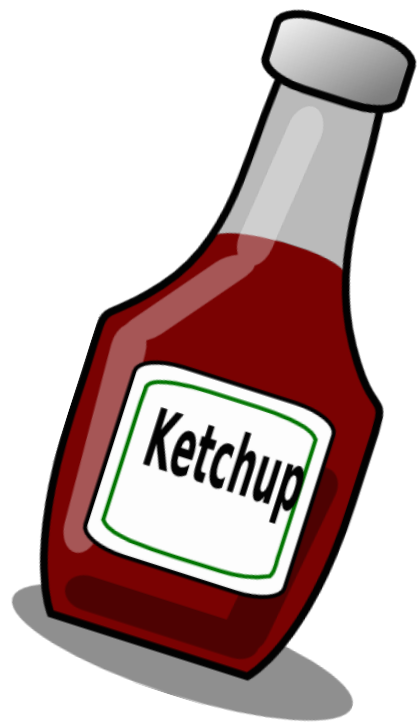
- You care about your employees
- A place of welcome
- Companies are competing for your local workforce
- Corporations might institute testing requirements that could impact your workforce
- Safety & Compliance
- Customer Service



# Why does this matter to you and your organization?

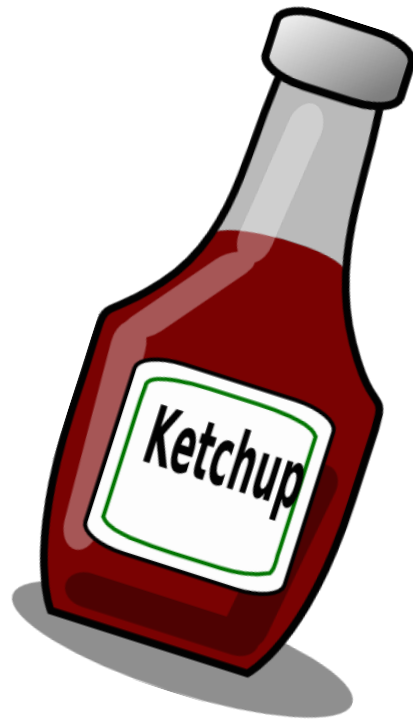
- Hidden Biases
- Communication (top 4 HR Competency)
- Most Important Bodies of Knowledge for HR Professionals in the Next 10 years
  - Talent Management
  - Change Management
  - Workforce Planning & Employment

# Where does the ketchup go?





# What is the ketchup telling us?



- Our perceptions of what is “right” or “wrong”; “normal” or “strange”
- An assumption we have about “our world”
- To consider the reason for others behaviors, preferences and choices

# Culture



**Culture** is the system of shared beliefs, values, customs, behaviors, and artifacts that members of a society use to cope with their world, and with one another.

- These beliefs are transmitted from generation to generation.
- These beliefs are the guiding force behind behaviors and actions.
- Helps us to instantly categorize people as “like me” or “not like me”.
- Contains layers and layers of lessons and experiences.

# What Are Some Components of Culture?

Clothing/Makeup/Hair

Behavior/Habits

Education

Law and Government

Gender Roles

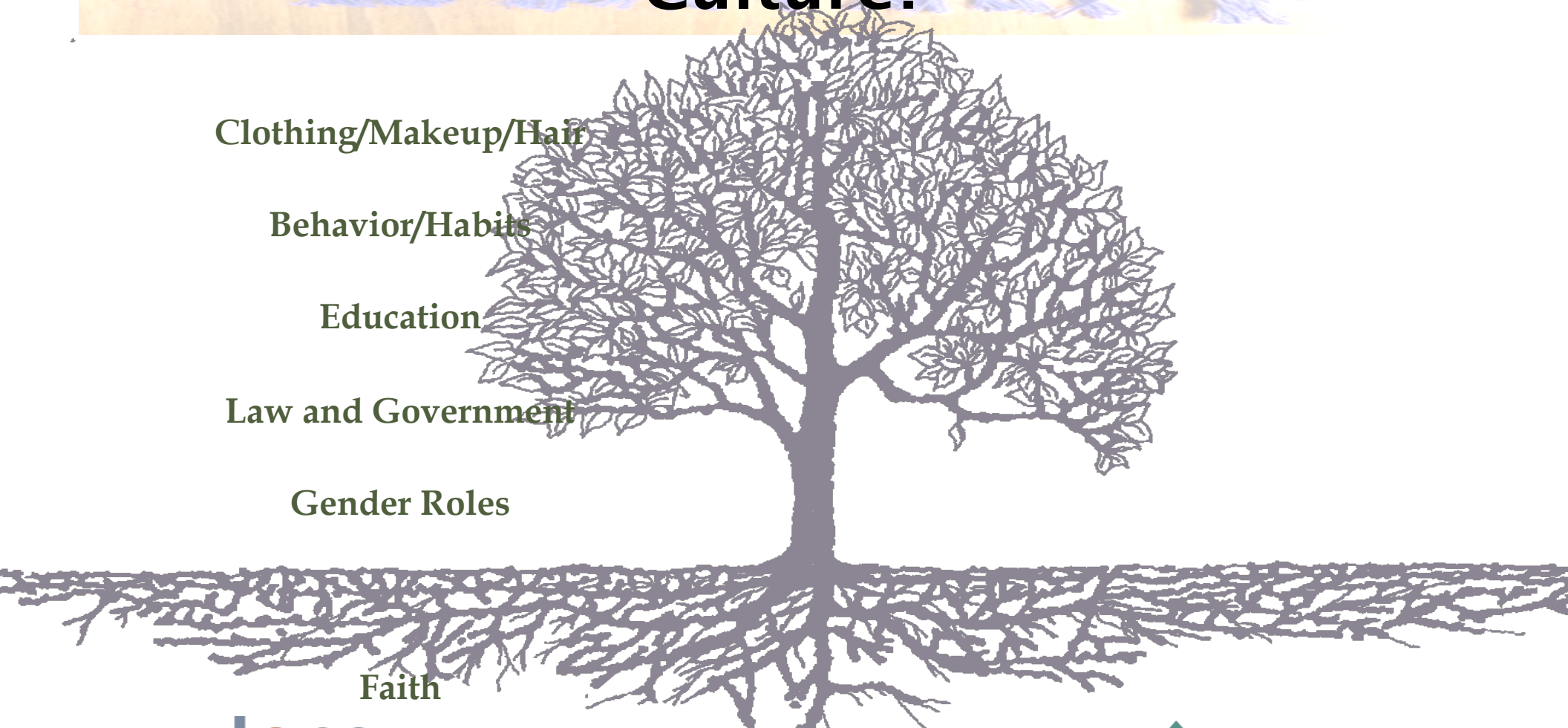
Faith

**tone**  
translation of nearly everything  
Food

**ANRCR** MOHAWK VALLEY  
RESOURCE CENTER FOR REFUGEES

**CÔMPASS**  
INTERPRETERS

Literature





# Cultural Competency

**CULTURAL COMPETENCY IS A GROUP OF SKILLS,  
ATTITUDES, AND KNOWLEDGE THAT ALLOWS  
INDIVIDUALS AND ORGANIZATIONS TO WORK  
EFFECTIVELY WITH DIVERSE ETHNIC /SOCIAL GROUPS**

1. Awareness
2. Knowledge/Familiarity
3. Skills
4. Commitment

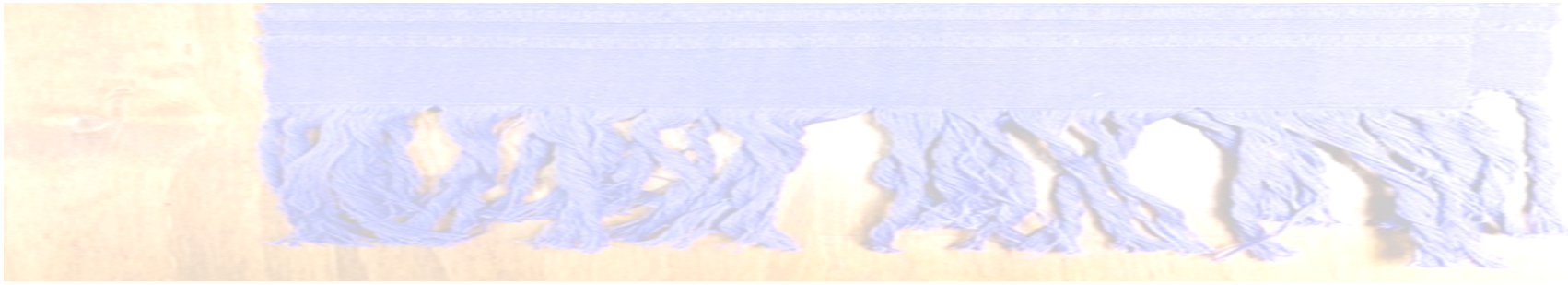


# Cultural Humility

**THE ABILITY TO MAINTAIN AN INTERPERSONAL STANCE  
THAT IS OTHER-ORIENTED (OR OPEN TO THE OTHER)  
IN RELATION TO ASPECTS OF CULTURAL IDENTITY  
THAT ARE MOST IMPORTANT TO THE PERSON**

- 1. Lifelong commitment to self-evaluation and self critique**
- 2. Desire to fix power imbalances**
- 3. Develop partnerships with people and groups who advocate for others**



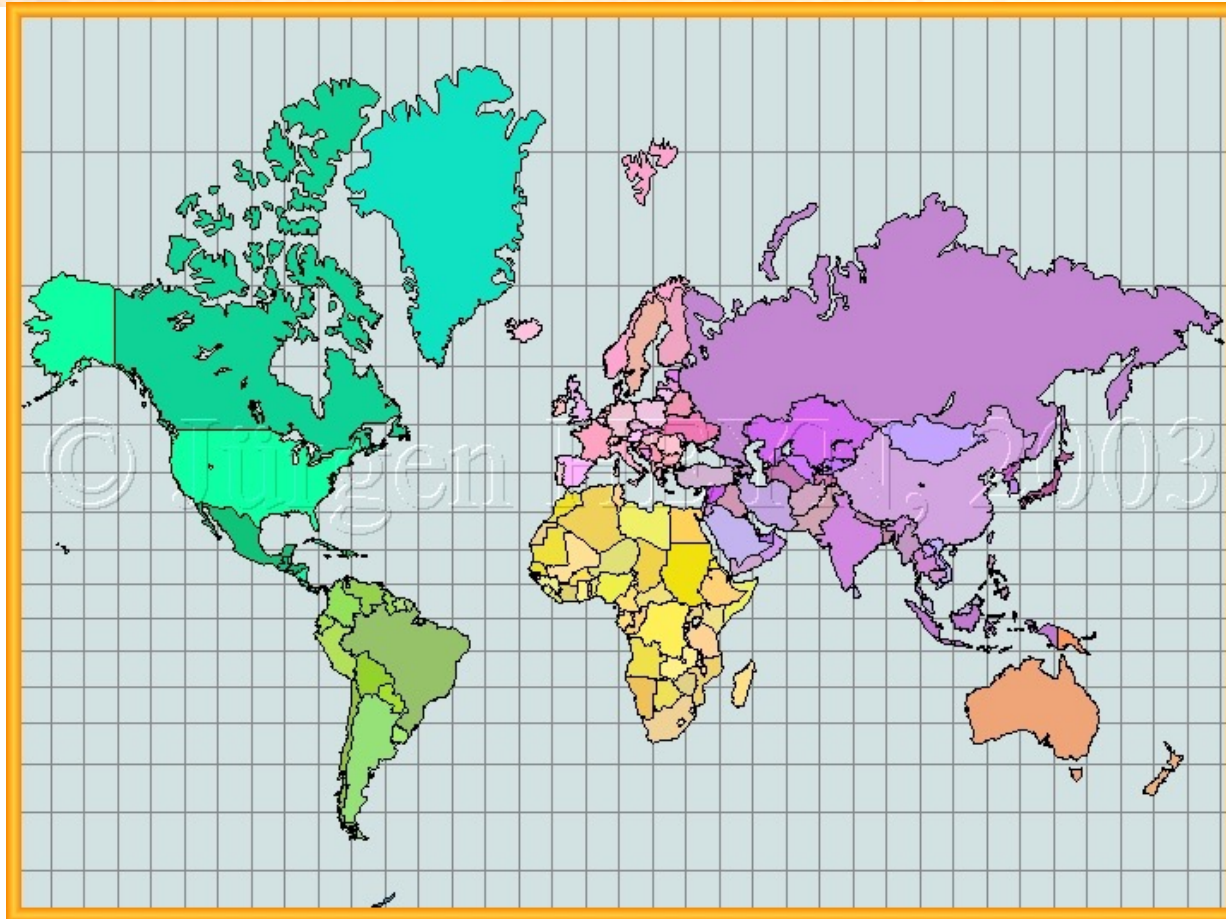


*All people see the  
world not as it is  
but as they are.*



# Mercator's Map

## How do you view the world?



# Peter's Map

## How do you view the world?



# Cultural Concepts



Connection to Others  
(Group Orientation/  
Relationships)



Communication  
Styles & Language

Concepts of Time  
(Connection to the  
World Around  
You/Planning)



# Language

**Discourse Patterns = how verbal information is organized**

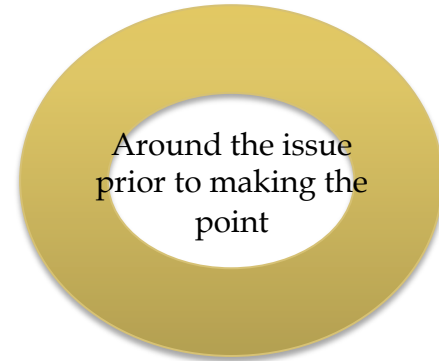
Direct

Straight to the Point



Indirect

Around the issue  
prior to making the  
point



## Story Structures

Beginning

Plot  
End

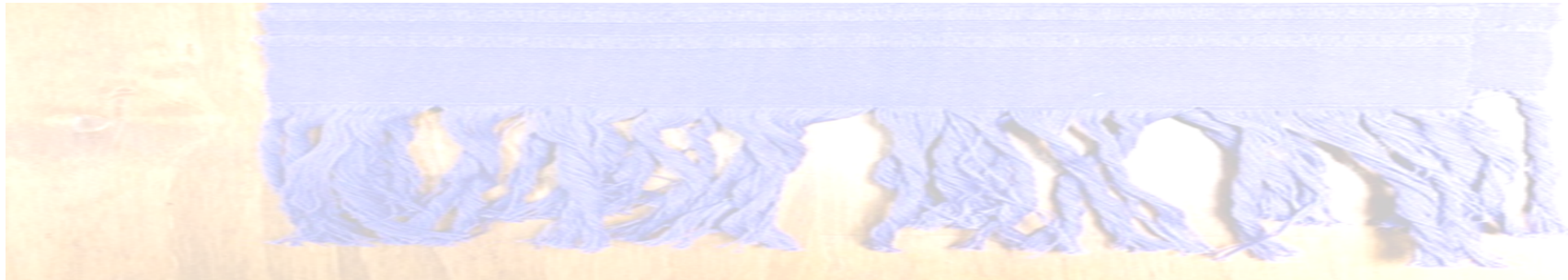


Part of an  
episode



# Tips and Strategies: Communicating Cross Culturally

- Consider: The “English” we speak isn’t universal
- Avoid confusing language, assumptions, and idioms
- Speak clearly and more slowly
- Use simple words
- Avoid contractions – say Can Not instead of “can’t”
- If possible, try to avoid covering your mouth – let the person see you.
- Use more pictures
- Ask the person to repeat what they need to do
- Asking yes or no questions requires a direct response, which is difficult for cultures that communicate indirectly



**HELLO**  
my name is

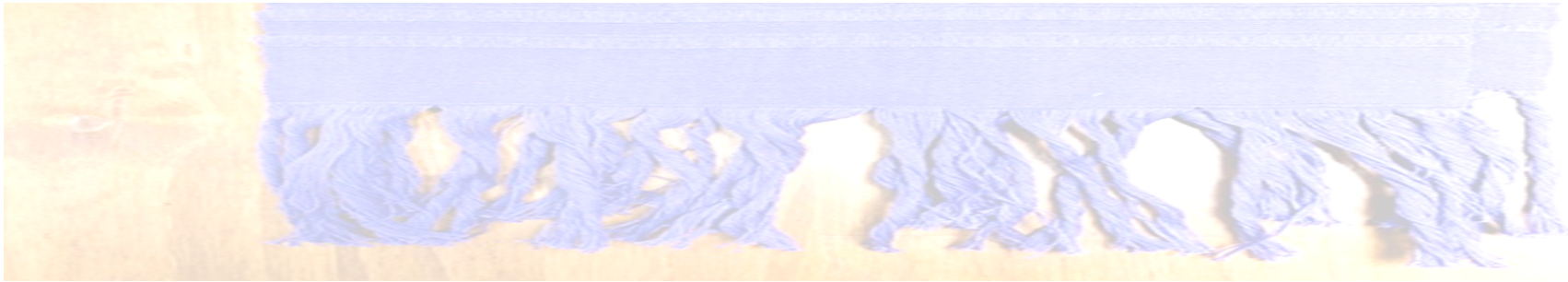
# What's in a Name?





# What's in a Name?

- **U.S.** naming traditions include a First, middle, last name
- In the **U.S.** the last name is a family name, and usually acquired from the father
- **Karen** people are given one name
- People f/r **Burma** might have several “names” & “nicknames”
- **Nepali** last names may be based on old “caste” structures
- **Islam** has many names that are the same as English names (ex. Abraham = Ibrahim, Maryam = Mary)



**HELLO**  
my name is

What's in a baby  
Panda name?



# Organizational Culture

**CULTURAL COMPETENCY IS A GROUP OF  
SKILLS,**

**ATTITUDES, AND KNOWLEDGE THAT  
ALLOWS**

**INDIVIDUALS AND ORGANIZATIONS TO  
WORK**

**EFFECTIVELY WITH DIVERSE ETHNIC /SOCIAL  
GROUPS**



# Organizational Culture

Organization Culture is an institutions system of beliefs, values, customs, behaviors, policies and procedures that employees are expected follow.

- These values can be “official” or “unofficial”.
- These values are expected to be the guiding force behind behaviors and actions.
- Different departments may have their own culture

# Cultural Scenarios

What is happening?

Why do you think this is happening?

What would you, as a professional, do in this situation?

What additional information would you like to know?

**Is this cultural or personal?**

# Considerations/Strategies for the Multicultural Work Place

- Language (Assessment Tool) – Ask: What language do you speak? (not where are you from)
- Literacy Levels
- Health
- Explain behavior adjustments in the context of Organizational Culture
- Be aware of “old” and “new” employee cultures
- Testing Requirements
- Cafeteria/Food
- Coffee/Tea Time





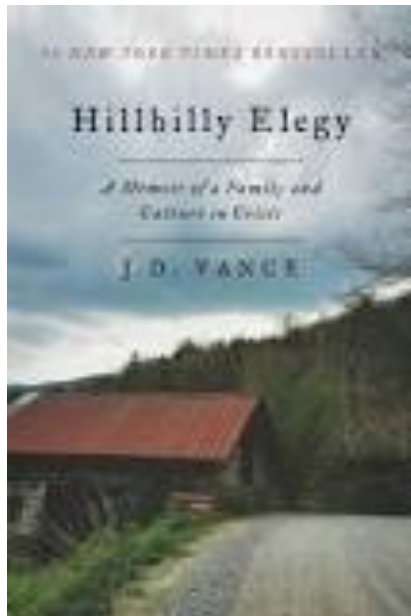
# Diversity is...

- More than being from a different country or speaking a different language
- More than race or ethnicity
- Shared, beliefs, values & customs
  - Urban or Rural
  - Millennial or Baby Boomer
  - Socio Economic Status



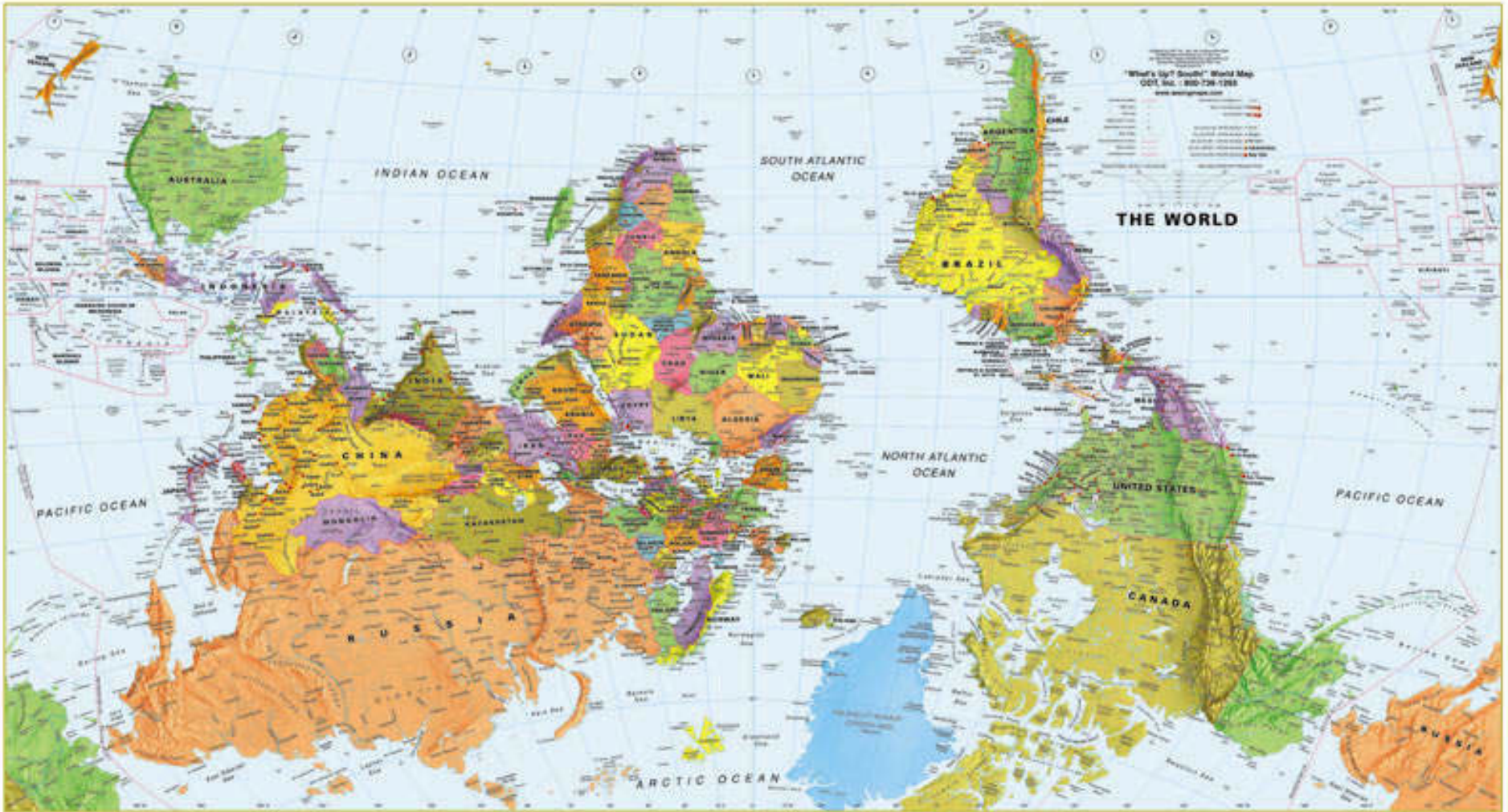
# Consider this...

“Within two generations [they] t [REDACTED] had largely caught up to the native population in terms of income and poverty level. Yet their financial success masked their cultural unease, and if my grandparents caught up economically, I wonder if they ever truly assimilated. They always had one foot in the new life and one foot in the old one. They slowly acquired a small number of friends but remained strongly rooted in their Kentucky [REDACTED] They ate domesticated animals and had little use for ‘critters’ that weren’t for eating, yet they eventually relented to the children’s demands for dogs and cats.”





# If Something is Different, Does it Make it Wrong?



**WHO SAID "NORTH" WAS "UP"?**

The world, like a ball, can be seen from any angle. But only a line of latitude runs north-south. From a northern perspective, the world looks like this. From a southern perspective, it looks like this.

The world is not a flat disk. It is a sphere. The world is not a flat disk. It is a sphere. The world is not a flat disk. It is a sphere.

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# Conclusions

- We bring our own personal “culture” - norms, behaviors, ideas about the world – with us into all our interactions, personal and professional
- Our life long learners bring their personal cultures with them to each interaction
- Other “cultures” use other language patterns, have their own concepts of time, and view relationships differently
- Be Welcoming, have cultural humility, and build skills together



# Upcoming Events

- **World Refugee Day**  
Saturday, June 17<sup>th</sup>  
12-4pm in Utica Hanna Park.  
Enjoy music, dance performances, local ethnic food, and more!
- **“Lunch and Listen”** Tuesday, June 20<sup>th</sup>  
12-1pm at MVRCCR , Iraqi violinist Imad Al Taha will be performing. Bring a lunch and enjoy an hour of incredible music!



# MVRRCR Social Media

- Mohawk Valley Resource Center for Refugees (youtube)
- @MVRRCR (Facebook)
- @M\_V\_R\_C\_R (Twitter)
- MVRC\_refugees (Instagram)



# Thank You



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## Schedule a Training

MV Resource Center for Refugees

[shanap@mvrccr.org](mailto:shanap@mvrccr.org)

[www.mvrccr.org](http://www.mvrccr.org)

## Request an Interpreter

Compass Interpreters

[scheduling@compassinterpreters.org](mailto:scheduling@compassinterpreters.org)

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