

“Diversity is about all of us, and about us having to figure out how to walk through this world together. ”

- Jacqueline Woodson

Cultural Competemility: Serving Clients Better

Heather Neu, Esq. (heatherneuesq@gmail.com)

WE STAY WOKE



Picture is group of 12 Black and brown women activists wearing black t-shirts with "Stay Woke" written on the front. Caption says "We Stay Woke."

Building The Frame

“We don’t see things as they are,
we see them as we are.” -Anonymous



Source: The Royal Society. *Understanding Unconscious Bias*

Implicit Bias

the brain's automatic, instant associations of stereotypes or attitudes toward particular groups, often without our conscious awareness

Racial Anxiety

the brain's stress response before or during interracial interactions

Stereotype Threat

the brain's impaired cognitive functioning on a task when a negative stereotype is activated

These often lead to **MICROAGGRESSIONS** – a statement, action, or incident of indirect, subtle, or unintentional discrimination against members of a marginalized group.

Microassaults are the most overt microaggressions. The person committing the microassault acted intentionally and knew their behavior might be hurtful.

Microinsults are verbal and nonverbal communications that subtly convey rudeness and insensitivity and demean a person's racial heritage or identity.

Microinvalidations are comments and behaviors that deny the experiences of marginalized group members.

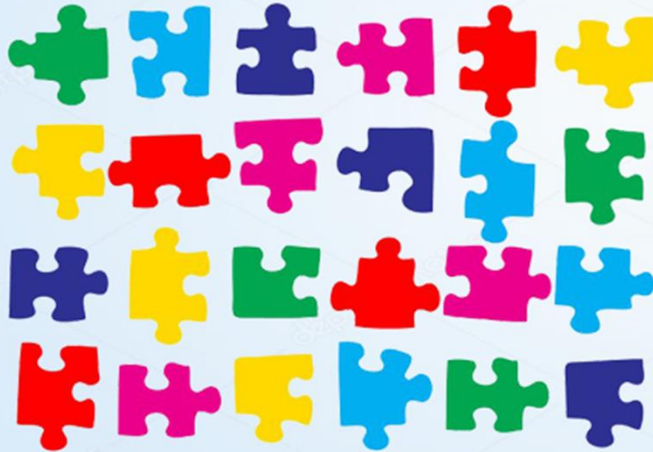
Diversity

Inclusion

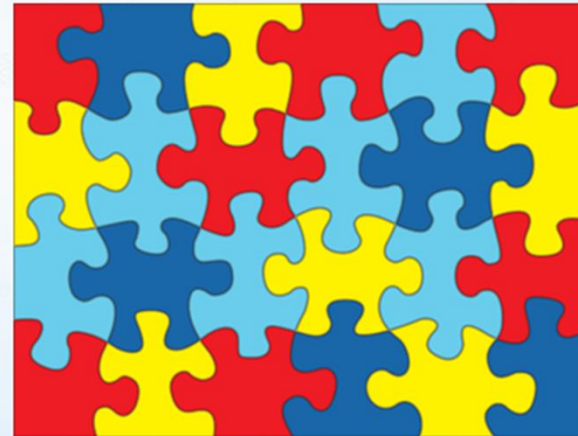
Equality

Equity

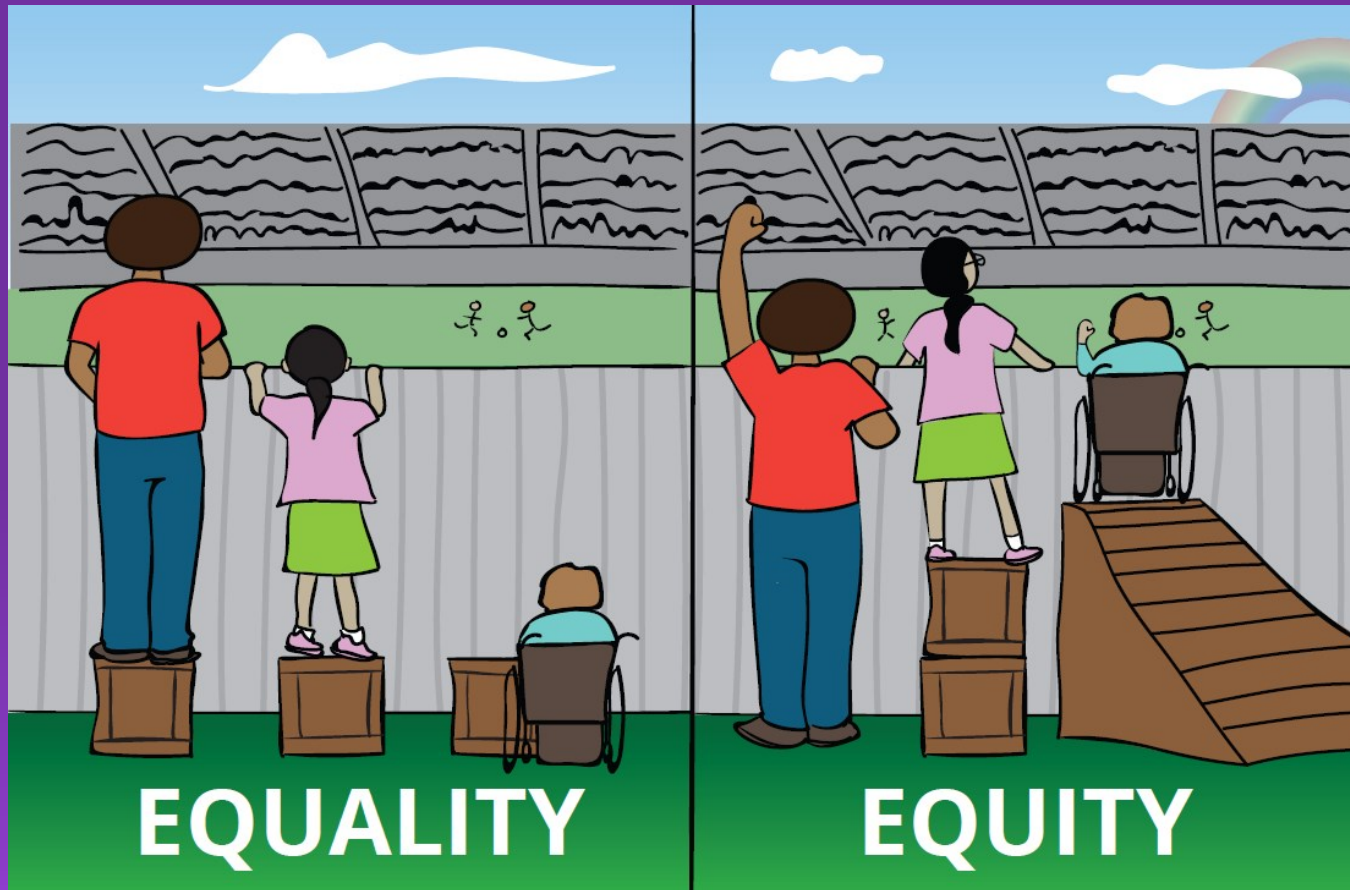
DIVERSITY



INCLUSION



Left side of picture says “Diversity” over a group of multi-colored puzzle pieces spread out; right side says “Inclusion” over multi-colored puzzle pieces put together in a square.



The picture shows 2 scenes of three people (one tall, one short, and one wheelchair user) watching a soccer game over a fence. On the left side, it says “equality” and depicts each person with an equal size box, with the tall and short people standing atop theirs. On the right, it says “equity” where the tall person is standing on the grass, the short person is standing on two boxes, and the wheelchair user is atop a ramp equal to the height of approximately two and a half boxes.

“Cultural competemility”

Cultural Competence

is the ability to interact effectively with people of various racial, ethnic, socioeconomic, religious, and social groups.

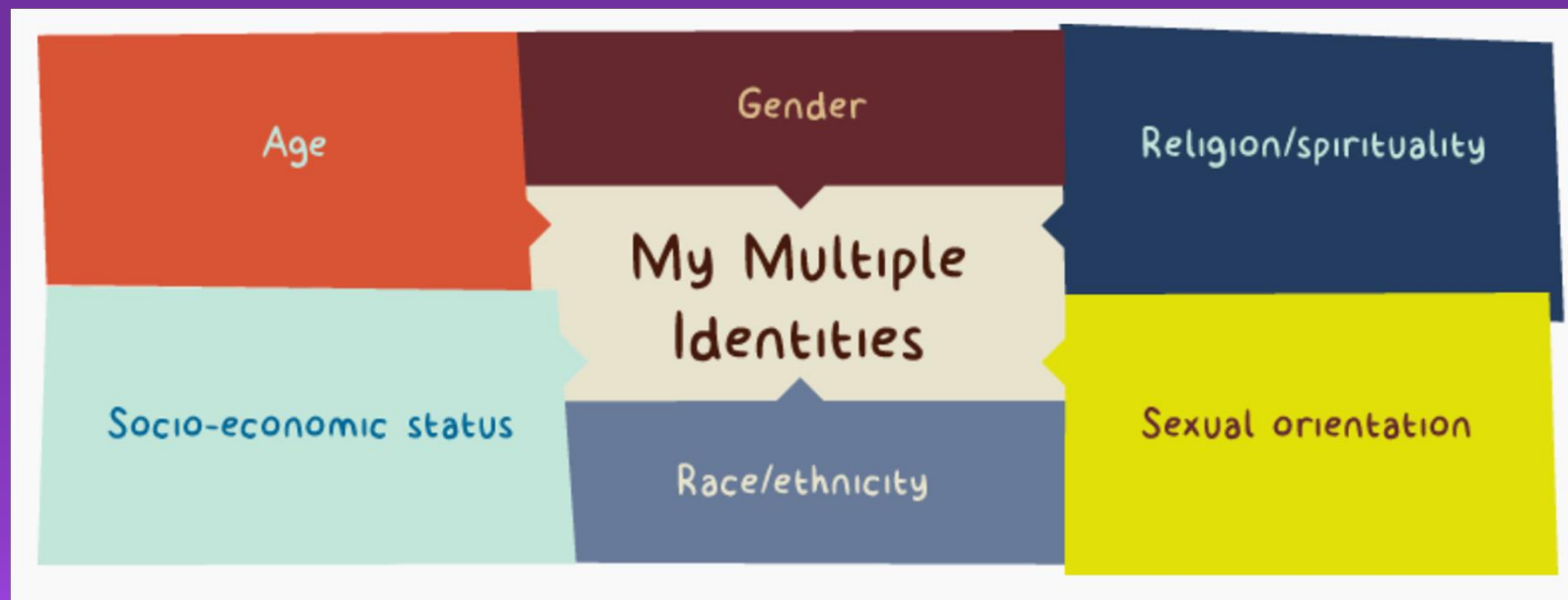
Cultural Humility

is the ongoing process of self-exploration and self-critique combined with a willingness to learn from others.

The BIG Picture

10 Commandments of Cultural Competence

1. Know thyself as a cultural being.



Center of picture says "My Multiple Identities" with the phrases "Age," "Gender," "Religion/spirituality," "Sexual orientation," "Race/ethnicity," and "Socio-economic status" branching out clock-wise from top left corner.

Types of Oppression	Variable	Historically Included Groups	Historically Excluded Groups
Racism	Race/Color/Ethnicity	White	People of Color (African, Asian, Native, Latino/a Americans)
Sexism	Gender	Men	Women/Transgender
Classism	Socio-Economic Class	Middle, Upper Class	Poor, Working Class
Elitism	Education Level	Formally Educated	Informally Educated
	Place in Hierarchy	Managers, Exempt, Faculty	Clerical, Non-Exempt, Students
Religious Oppression	Religion	Christians, Protestants	Muslims/Catholics, and Others
Anti-Semitism		Christians	Jews
Militarism	Military Status	WW I&II, Korean, Gulf War Veterans	Vietnam Veterans
Ageism	Age	Young Adults	Elders
Adultism		Adults	Children/Youth
Heterosexism	Sexual Orientation	Heterosexuals	Gay, Lesbian, Bisexual
Ableism	Physical or Mental Ability	Temporarily Able-Bodied	Physically or Mentally Challenged
Xenophobia	Immigrant Status	US Born	Immigrant
Linguistic Oppression	Language	English	English as a Second Language Non-English

10 Commandments of Cultural Competence

1. Know thyself as a cultural being.
2. Listen. Listen. Listen.
3. Learn what you don't know.
4. But never ever stereotype.
5. Stop, Look, and Reflect.

**IF YOU DON'T THINK
WHITE PRIVILEGE EXISTS**

**CONGRATULATIONS, YOU
ARE ENJOYING THE
BENEFITS OF IT.**

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5. Stop, Look, and Reflect.
6. Avoid judgments.



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5. Stop, Look, and Reflect.
 6. Avoid judgments.
 7. Respect.
 8. Talk about it!
 9. Stay aware.
10. Honor thyself as a human being.

The MEDIUM Picture

Bias Interrupters

- “De-Biasing” = efforts to reduce implicit bias
 1. *Stereotype Behavior Replacement*: Recognize and label when a response is based on a stereotype then reflect on why the response occurred and how the biased response could be avoided in the future.
 2. *Individuation*: Gather specific information about individuals.
 3. *Perspective Taking*: Put yourself in their shoes.
 4. *Increase opportunities for contact*: Seek opportunities to encounter and engage in friendly, intimate, and sustained interactions with others.



Picture is a headshot of Michelle Obama smiling on a multicolor background.

“It’s harder to hate what you see up close.”

Bias Interrupters 2.0

- Break the Link between Bias & Behavior
 1. *Doubt Objectivity*: Acknowledge the presence of bias to counter its impact.
 2. *Increase Motivation to be Fair*: Internal motivation towards fairness rather than fear of external judgments tends to decrease biased actions.
 3. *Improve Conditions of Decision-Making*: Think slow – engage in mindful, deliberate processing to prevent impact of biases.
 - a. Reduce time pressure, load, and multitasking.
 - b. Reduce ambiguity.
 - c. Use clear and fair criteria.

The SMALLER
(and most intimate)
Picture

WBASNY bonus: Intersectional Feminism

- Intersectional feminism is the understanding of how women's overlapping identities, including race, class, ethnicity, religion, and sexual orientation, shape their experience of oppression.

FOR EXAMPLE:

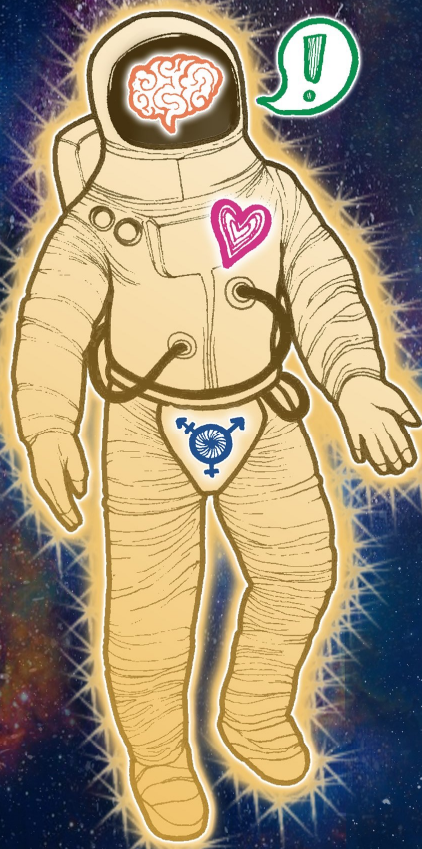
A WHITE WOMAN IS PENALISED BY HER GENDER BUT NOT BY HER RACE. A BLACK WOMAN IS DISADVANTAGED BY BOTH HER GENDER AND HER RACE.

- Why? Because of the ways that different forms of discrimination intersect to create unique experiences of oppression.

THE SOGIE ASTRONAUT

A GALAXY OF LIMITLESS POSSIBILITIES!

*SOGIE STANDS FOR SEXUAL ORIENTATION, GENDER IDENTITY & EXPRESSION



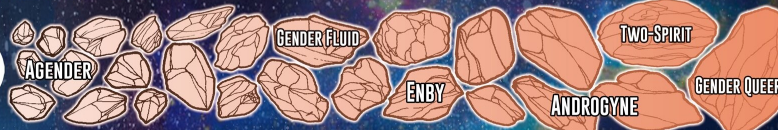
SEX ASSIGNED AT BIRTH

☐ FEMALE ☐ MALE ☐ INTERSEX/OTHER

WE ASK BECAUSE WE CARE!



GENDER IDENTITY



WOMAN
MAN
ANOTHER



GENDER EXPRESSION



FEMININE
MASCULINE
ANDROGYNOUS



PRONOUNS

☐ SHE/HER/HERS ☐ HE/HIM/HIS ☐ THEY/THEY/THEIRS
☐ ZE/HIR/HIRS ☐ SOMETHING ELSE ☐ NO PRONOUNS, USE NAME

CISGENDER: IF YOUR SEX ASSIGNED AT BIRTH
ALIGNS WITH YOUR GENDER IDENTITY



TRANSGENDER: IF YOUR GENDER IDENTITY
DOES NOT ALIGN WITH YOUR SEX ASSIGNED
AT BIRTH



ATTRACTED TO (SEXUALLY/ROMANTICALLY/EMOTIONALLY)



WOMEN/FEMININITY
MEN/MASCULINITY
MULTIPLE GENDERS

Gender & Sexuality

1. If you mess up, apologize & move on! Do not make the offended party do the emotional labor of assuring you that everything is fine.
2. Avoid heteronormativity!
 - Make your forms and language gender neutral. For example, use partner or spouse or partner, not husband or wife.
3. LGBTQIA = lesbian, gay, bisexual, transgender, queer, intersex, asexual, aromantic, agender (not ally)

Quick Trans 101

- Put your pronouns in your signature block.
- “What pronouns do you use?” (Do not say “preferred pronouns”; it’s invalidating.).
- Transgendered people who have changed their name typically refer to their “birth name” as their “dead name.” Do not use their dead name!
- Use the phrase “assigned male/female at birth.” (This respects their true gender and highlights the problems of how we assign gender and improperly conflate sex and gender.).
- Use “they” as an all-inclusive, singular pronoun. (“He or she” reflects the inaccurate idea that gender is binary.).
- Their gender is their gender, don’t say it’s “self-identified.”
- Do not conflate biological sex or anatomy with gender.



Picture is of one purple button on the left that says "Some women have penises Get Over IT" and an orange button on the right that says "Some men have vaginas Get Over It"

RACE & ETHNICITY



FOR PEOPLE WHO STILL DON'T THINK

RACE & ETHNICITY

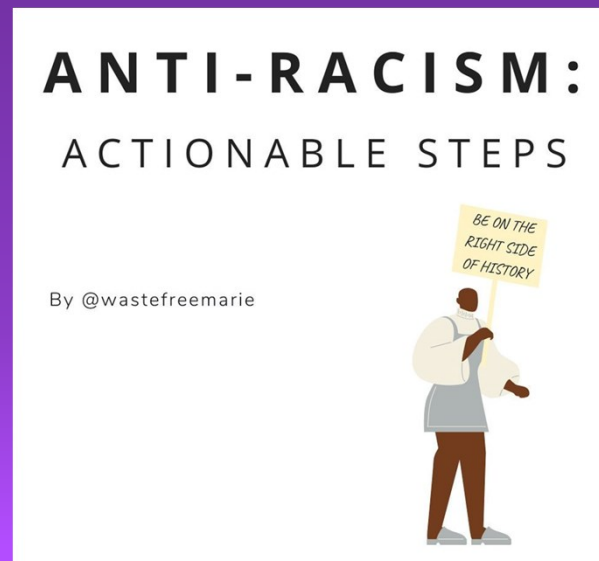
1. You can call Black people Black.
 - Remember, not all Black people are African-American; they can be Caribbean-American or African, etc.
 - It is fine to identify someone as Black or brown as long as you're not doing it maliciously. For example, if you're trying to describe a person to someone else, you don't need to avoid identifying their race. Use race as a descriptor equally.
2. You can refer to Black and brown people as [people] “of color.”
 - POC, BIPOC
3. Do you collect demographic data? Why? If you have to, create a script for your intake person. “We ask all of our potential clients about race because it's important to us and our funders to know we are providing equal access to our services – what race to you identify as?”
4. Do NOT say “I don't see color.” invalidates someone's entire existence
5. Identify race of ALL clients, not just BIPOC.

RACE & ETHNICITY 2.0: ANTI-RACISM

“Racism is any prejudice against someone because of their race, when those views are reinforced by systems of power.” *Ijeoma Oluo*

“In a racist society it is not enough to be non-racist, we must be anti-racist.”

Angela Y. Davis



Picture is a Black person holding a sign that says “Be on the right side of history.”

IGNORANCE IS NOT BLISS

Read and watch things about the history of Black oppression. Learn so that you can fight for social change.

WATCH

13th - Netflix

When They See Us - Netflix

Just Mercy - Free online for the month June

The Hate U Give - Hulu

The Racial Wealth Gap, Explained, S1:E1 - Netflix

READ

Solitary by Albert Woodfox

I Know Why The Caged Bird Sings by Maya Angelou

How to be Anti-Racist by Dr. Ibram X Kendi

Me And White Supremacy by Layla F. Saad

The New Jim Crow by Michelle Alexander

By @wastefreemarie

WATCH TED TALKS

TED and TEDx Talks are free to watch on YouTube. They are saturated with valuable information. Learn from Black people's knowledge and experiences. Share them with your friends and family so you can talk through your learning together afterward.

"We Need to Talk About an Injustice" Bryan Stevenson

"The Dangers of Whitewashing Black History" David Ikard

"Let's Get to the Root of Racial Injustice" Megan Ming Francis

"How America's Public Schools Keep Children in Poverty"

Kandice Sumner

"The Symbols of Systemic Racism- And How To Take Away Their Power" Paul Rucker

By @wastefreemarie

FACILITATE FAMILY DISCUSSIONS

Learn about racism as a family. Utilize these resources and then have a conversation. Look to facts and black voices for the answers to questions that you don't know. Make conversation about anti-racism a regular practice in your household, friend group, and workplace.

“Unpacking the Invisible Knapsack” by Peggy McIntosh
“Letter From Birmingham Jail” by Martin Luther King Jr.
Watch “Systemic Racism Explained” by Act.TV
Watch a TED or TEDx Talk

By @wastefreemarie

DIVERSIFY YOUR FEED

Follow Black people to earnestly learn from someone whose experiences are different than yours. Without flooding their DMs, take in the information on their pages. Sit with the discomfort that comes with learning about marginalization. Share our posts and amplify our voices. A handful of my absolute favorite powerful black women in this space are:

Layla F. Saad @laylafsaad
Rachel Elizabeth Cargle @rachel.cargle
Aja Barber @ajabarber
Mikaela Loach @mikaelaloach
Leah Thomas @greengirlleah

By @wastefreemarie

BE ON THE RIGHT SIDE OF HISTORY

You may want things to 'go back to normal.' Resist the urge to disengage. Going backward isn't a good thing. This 'Keep things the way they have always been' narrative has been used throughout history to slow the progress of every civil rights movement, from Slavery in the U.S. to desegregation.

Have you ever wondered what you would've done during pivotal moments in history?
Your answer is in how you choose to act today.

@wastefreemarie

UNLEARNING AND LEARNING

It's okay to change your opinion after learning new things. That doesn't mean you're a hypocrite. It means you're unlearning some ideas and learning others. As members of a society that is overtly and subtly racist in policy and in practice, we all have a lot to unlearn.



@wastefreemarie

RACE & ETHNICITY 3.0: LEP

1. Have resources for LEP (limited English proficiency) clients. Have an easy way for clients to communicate what their native language is.
2. If you're client is LEP or foreign-born, avoid using jargon, acronyms, or colloquialisms. Check in to make sure they don't have any questions, and be prepared to explain things in different ways. (This is also important if your client has any processing or autism spectrum disorder.).
 - There is nothing wrong with asking the client how you can best serve them! (Just be kind about it!).
 - “Lawyers/the Courts use specialized language. If they say something you don't understand, please ask me.”
 - Even if a client is “fluent” in English, ask if they want an interpreter. Remember “legalese” is a learned jargon.
 - Courts are mandated to provide interpreters; don't be pressured into sacrificing your client's right to full access to the system.
3. When using an interpreter, maintain eye contact with the client.

LATINX

- Hispanic: persons that speak Spanish natively or have Spanish-speaking ancestry
- Latino/s: persons of Latin American origin or ancestry, which includes Brazilians, who speak Portuguese natively
- Latinx: gender-neutral alternative to Latino, Latina, and Latin@. Using Latinx is a way to be more inclusive of identities that go beyond the everyday gender and racial norms that are rapidly shifting and being redefined in today's culture.
 - Latin@: sex-neutral option using “@” to include both the masculine “o” and the feminine “a,” reflects false gender binary

IMMIGRANTS

1. Do you need to know their immigration status? Why? Are you sure?
2. Avoid “the Criminal Frame” – using words like illegal, alien, and amnesty. Instead, refer to “immigration status” or identify DREAMers or long-time US residents as “undocumented Americans.”
3. If you know your client is undocumented, be aware of the changing legal landscape on the federal level and what protections NYSOCS has afforded them if they have to go to court.
4. Do not assume they know what their legal rights are.
5. Check in to see if they’re understanding you – remind them it is your job to help them, and if they don’t understand, it’s because the explanation was lacking.

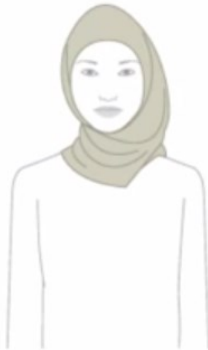
RELIGION

1. Be aware of cultural practices versus religious beliefs.
2. Religion does not define morality.
3. Be aware of the holidays of religions practiced in the area.
 - Courts are generally closed on Christian holidays and aware of Jewish holidays; but there are numerous other religious and secular occasions honored by clients.

Shayla



Hijab



Al-Amira



Khimar



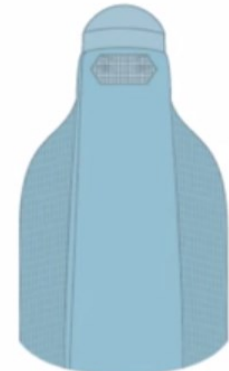
Chador



Niqab



Burka



Sikh men
commonly wear a peaked turban
that covers the head to cover their



Iranian leaders



Taliban members



Indian men



Muslim religious elders
such as the Shari'at court members of

DISABILITIES & PHYSICAL ABILITY

1. Ensure Accessibility - Physical, Programs, Communication
2. Visit your office through the eyes of your clients -- Sit where your client sit
 - People come in all shapes & sizes. Fat is not a bad word! But fatphobia sucks.
 - Do your reception area and offices have armless chairs available?
 - Take the elevator with your clients, even if you're only going up or down one flight of stairs. Asking for a preference may result in someone saying stairs despite difficulties because they don't want to be embarrassed.
 - How do you get into your office?
 - How do wheelchair users get into your office? Do you have automatic doors or must they wait outside and be let in? Are your doorways and hallways easy to navigate?
 - Are your materials available in large print or braille?
 - Do you have photographic materials up? Who does it show?
 - Make clients feel like you have PREPARED for them, not that you're accommodating them as you go.

DISABILITIES & PHYSICAL ABILITY

2.0

1. Remember that disabled people have experienced violence and systemic trauma are rates similar to and often higher than any other marginalized group.
 - Do not reduce your client to their diagnosis, but be aware of what they've likely survived already.
 - There is no consensus regarding “diagnosis first” (disabled person) or “person first” (person with disabilities). If you intend to refer to your client in such a way, ask which they prefer.
2. Do not assume a deaf/HOH clients knows ASL, spoken English, written English, or how to read lips.
 - Even if they can lip read or read English, do not rely solely on these methods.
 - While your client is lip reading, make sure you always remember to look at them and enunciate clearly. While you're writing to your client, remember to write legibly.

THE BIGGIES

- If you mess up, apologize & move on!
 - Do not make the offended party do the emotional labor of assuring you that everything is fine.
- Educate yourself! Do NOT ask BIPOC and LGBTQIA+ do your work for you.
- But if you're looking for subject matter experts, particularly on diversity issues, ask a BIPOC or LGBTQIA+ and compensate them appropriately!
- Do NOT be afraid to ask the client how you can serve them better!
- “It’s harder to hate what you see up close.”
 - Engage in meaningful and sustained relationships with people different from you.
 - Consume diverse media.

STAY WOKE

- Living At The Intersection (YouTube), Brittany Packnett
- *So You Want to Talk About Race*, Ijeoma Oluo
- Pod Save the People (podcast), Crooked Media
- Unladylike (podcast), Unladylike Media
- Google “Top 10 books by [Latina, black, queer] authors”
- Google “anti-racist starter kit”