



2008 Annual Training Conference



Cross Cultural Communication

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Oregon Judicial Department



CROSS-CULTURAL COMMUNICATION



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Why Consider Cross Cultural Communication? (CCC)

* We increasingly interact with persons from diverse cultures; it is imperative as CRB representatives, that we professionally and ethically conduct culturally responsive reviews.



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Overview

Culture – Varying degrees and emphasis on similar values

- Three Challenges We Face Within
 - Stereotypical thinking, Ethnocentrism, and Prejudices
- Professional Characteristics of Culturally Responsive Communicators
- Four Steps to Cultural Consciousness



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Culture/Heritage – Multidimensional Meaning

Complex elaborate behaviors

- A personal matter, a pattern of living
- Mental software
- Offers structure yet limits understanding of others
- “It shows itself without you knowing and it tells who you are without speaking.” – Mona Lake Jones, *The Color of Culture*

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Cultures We Peer Into



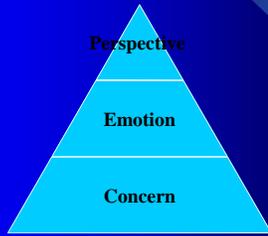
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Characteristics of Effective Cross-Cultural Communicators

- Possess a wide range of behaviors
- Develop empathic responses and an elevated capacity for adaption
- Recognize/understand emotions – *yours (self-monitoring), and others*
- Change your point of reference – step in, become part of the story.

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EMPATHY - Greek, *empathia*
"Feeling into"



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**Self-Monitoring –
Awareness of Self**

- * Identify and challenge your assumptions.
- * Get a sense of how you are feeling.
- * Know what you value about your own culture.
- * Be ready to imagine and explore alternatives.

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We do not see things as they are

We see things as *we* are

~Anais Nin~

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A CCC possesses a heightened level of consciousness regarding universal behaviors –

- Paralanguage – tone/speed of voice
- Kinesics - body movement/gestures
- Occulistics – eye movement/location
- Proxemics - space
- Haptics - touch
- Chronemics – time

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Creating Positive Shifts In Human Interactions - 1

Preface your content with your intent –

- *Briefly explain who and what you are and what you will be doing at every new CRB Review*

CAL - Comprehensive Agenda-Free Listening

Have any tips to share with us on your manner of creating positive shifts in interactions with family and interested parties at reviews?

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Creating Positive Shifts In Human Interactions - 2

- Feedback – Skillful close-ended questions
- Why – Which cultural populations are represented at the CRB Reviews?
- Be aware of your privileges – college educated/formal education/finances/own homes/established work histories/employment skills/mental health/medical insurance

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Three Challenges We Face Within – Stereotypical Thinking, Ethnocentrism, and Prejudices

Stereotypical thinking may greatly narrow
our way of listening.

Stereotype – An oversimplified generalized
image describing all in a group as being
the same.

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The Second Challenge We Face

Ethnocentrism - perhaps the single largest
factor creating **barriers**

Ethnocentrism – A belief in the inherent
naturalness of one's own culture

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The Third Challenge

Prejudice leads to discrimination – it limits
information absorption and response

Prejudice – A judgment based on previous
decisions and experiences

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Interpreter Services

- Look at the non-English speaking person – not at the interpreter
- Ask permission
- Ask the non-English speaking person to tell you what they understood
- Slow down
- Do not raise your tone of voice
- Be patient – allow more time for the review

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Four Steps Into Cultural Responsiveness

- Knowledge
- Awareness
- Sensitivity
- Competence
- Response

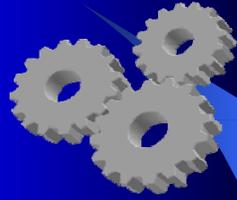
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Effective Communicators:

- Recognize stereotypical beliefs
- Develop CAL - comprehensive agenda-free listening Skills
- Identify and challenge their assumptions
- Possess an elevated capacity for adaption

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Questions ?



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Indian Child Welfare Act

Ric Acevedo, Department of Human Services





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Voices of Experience

Jay Wurscher, Department of Human Services

