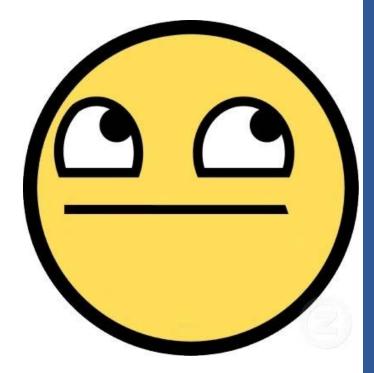
Implicit Bias and Cultural Competency

- 1. Common Assumptions About Clients
- 2. Role of Implicit Bias
- 3. Role of Culture

4. Interviewing Clients: Best Practices for Overcoming Personal Bias and Becoming Culturally Competent

4 Common Assumptions

- 1. Familiarity with legal aid/legal services
- 2. Familiarity with role of "government"
- 3. Will work around my availability
- 4. Easy to fill forms



Implicit Bias

"[**B]ias in judgment and/or behavior** that results from subtle cognitive processes (i.e. implicit attitudes and implicit stereotypes) <u>that</u> often <u>operate at a level below conscious</u> <u>awareness and without intentional control</u>."

Implicit bias

- "In a democratic society, people should be judged as individuals and not as members of a group.."
- Positive stereotypes no I don't have tech support expertise.



Implicit Bias

Can be expressed in decison making processes:

- Exercise of Police or Prosecutorial Discretion
- Use of Force
- Physician Treatment Plans
- Employer Hiring
- Court Sentencing

3 Characteristics of Racism

- Racism is structural: embedded in institutions and culture
- Racisim is ubiquitous: comes at us from different angles (explicit and implicit)
- Racism is intransigent: Deep and hard to get rid of

Poll

What does culture mean to you?

- a. NATIONALITY
- b. LANGUAGE
- c. RELIGION/BLIEFS/CUSTOMS
- d. SEXUAL IDENTITY
- e. RACE
- f. RURAL/URBAN
- g. AGE
- h. FOOD
- i. OCCUPATION
- j. MANY MORE-ANY OTHER

The Iceberg Concept of Culture

Like an iceberg, the majority of culture is below the surface.

Surface Culture

Above sea level <u>Emotional load</u>: relatively low food • dress • music • visual arts • drama • crafts dance • literature • language

celebrations • games

Deep Culture

<u>Unspoken Rules</u> Partially below sea level <u>Emotional load</u>: very high

Unconscious Rules Completely below sea level Emotional load: intense courtesy • contextual conversational patterns • concept of time personal space • rules of conduct • facial expressions nonverbal communication • body language • touching • eye contact patterns of handling emotions • notions of modesty • concept of beauty courtship practices • relationships to animals • notions of leadership tempo of work • concepts of food • ideals of childrearing theory of disease • social interaction rate • nature of friendships tone of voice • attitudes toward elders • concept of cleanliness notions of adolescence • patterns of group decision-making definition of insanity • preference for competition or cooperation tolerance of physical pain • concept of "self" • concept of past and future definition of obscenity • attitudes toward dependents • problem-solving roles in relation to age, sex, class, occupation, kinship, and so forth

Indiana Department of Education

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<u>www.doe.in.gov/englishlanguagelearning</u>

Role of Culture

- Perceptions, values, attitudes and beliefs
- Response to environment and circumstances
- Culture of 911
- Expectations
- External behavior
- Understanding of the court system and procedures



Measuring Cross-Cultural Competence

- Stage One: Denial
- Stage Two: Defense
- Stage Three: Minimization of Difference
- Stage Four: Acceptance of Difference
- Stage Five: Adaptation of Difference
- Stage Six: Integration of Difference

Measuring Cross-Cultural Competence

- Gain Awareness
- Take a look at your own culture
- Try a Little understanding
- Listen closely and pay attention
- Suspend judgment as much as posible
- Be flexible

Cultural humility(Tervalon & Murray-Garcia, 1998)

- Clients = Experts in their culture
- Self-awareness
- Commitment to Long-term learning



https://www.youtube.com/watch?v=1Evwgu369Jw

4 Qualities of Empathy

- 1. Perspective taking;
- 2. Staying out of judgment;
- 3. Recognizing emotion in other people;
- 4. Communicating that recognition.

Empathy and Interviews

- <u>Building Rapport</u>: Confidentiality disclosure, body language, active listening
- Suggested techniques: Start with small talk, offer a choice of seats, ask open-ended questions
- **Purpose:** Why are we meeting today
- Sensitive information: Questions about domestic violence, sexual violence, other forms of abuse

Sensitive Information

- Repeat confidentiality
- Go slow if needed
- Clarifying, open-ended questions.
- Mindfulness about emotions
- Eye contact

