

A world map rendered in a painterly, textured style with various colors like purple, green, red, and blue. The map is centered on the Atlantic Ocean. Overlaid on the map is the title text in a white, serif font.

# Culturally Humble Care: Practices for Serving Diverse Populations

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# Objectives

- Discuss barriers to personal cultural humility.
- Identify elements of a culturally humble approach to caring for others.
- Understanding how a culturally humble approach can enhance caring for others.
- Apply culturally humble principles to professional and ministry practice.



DIFFICULT  
CONVERSATION  
AHEAD

# Preparation

## **Safe Space**

- Grace and understanding
- Open heart and mind
- Acceptance
- Listen

## **Brave Space**

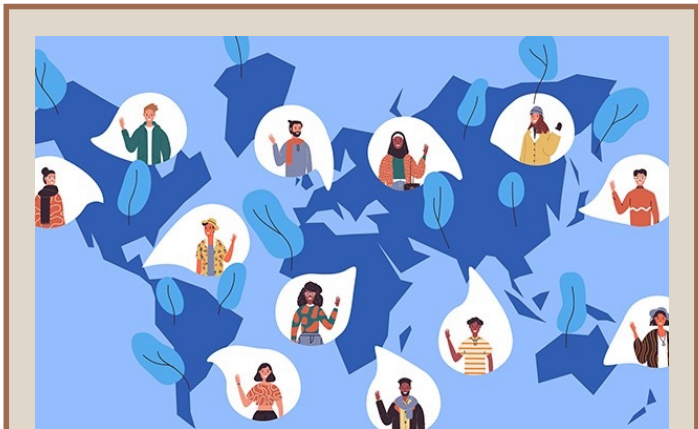
- Take risk
- Willing to be accountable
- Challenge yourself
- Ready to grow



# What is Cultural Humility?

## Humility vs. Competence

- Competence - Awareness, Knowledge, and Skill
- Humility- Lifelong process of self-reflection and growth
- Way doing vs. Way of being
- Can be used together and strengthen practice



# Biblical Support for Cultural Humility

## **1 Peter 5:5b**

“All of you, clothe yourselves with humility toward one another, because ‘God opposes the proud but shows favor to the humble.’”

## **Philippians 2:3-4**

“Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourselves, not looking to your own interests but each of you to the interests of others.”

## **John 4:1-42**

The Samaritan Women



# Barriers to Cultural Humility

- Fear
- Unhealed wounds
- Biases
- Lack of exposure and awareness
- Lack of training
- Magical thinking

# Implicit Bias

## What is bias?

- *Bias is an inclination or preference for or against something or someone (individual or group) that interferes with impartial judgment.*

## What is explicit bias?

- *Explicit biases are conscious attitudes, stereotypes, and overt, intentional actions (positive or negative) toward members of a group merely because of their membership in that group.*
- **What is implicit bias?**
- *Implicit bias is the unconscious attitudes, stereotypes, and unintentional actions (positive or negative) towards members of a group merely because of their membership in that group.*

ADL, 2021





# The Nature of Bias

- Bias is created by repeated messages, causing a pattern to develop unconsciously
- One's environment and influential relationships impact bias
- Patterns begin to emerge at age seven and solidify by age ten
- The brain takes in 11 million pieces of information every day. The brain sorts by pattern and association.
- Racial bias is rooted in the amygdala, which governs fear responses





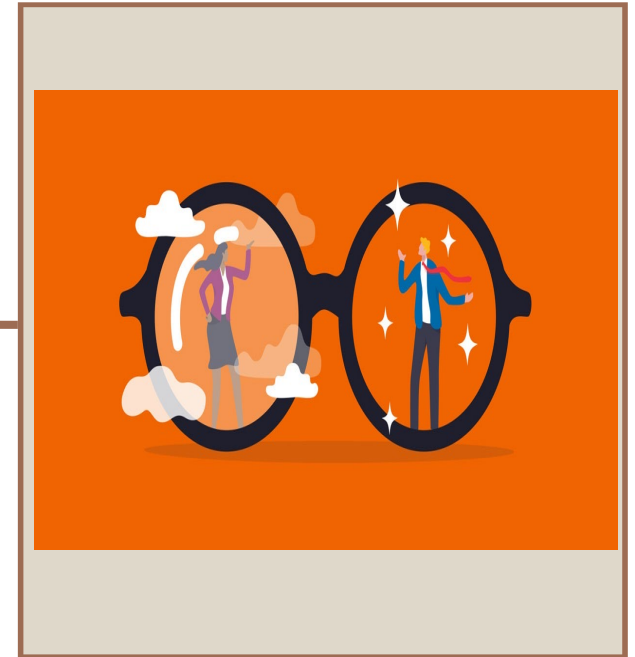
# Bias Counseling and Care

81% of clients report experiencing at least one culturally related rupture from their counselor.

76% of those ruptures by counselors are left unaddressed.

## IMPACT

- Weaker relationship or therapeutic alliance
- The client views the counselor as less competent
- Lower client satisfaction and psychological wellbeing
- Premature dropout
- The client is less likely to seek counseling in the future



(Constantine, 2007; Eubanks et al., 2018; Hook et al., 2013, 2016; Owen et al., 2014; Shelton & Delgado-Romero, 2011)

What were some of the earliest messages you received about different ethnicities, individuals with disabilities, different socioeconomic statuses, or other genders?



# Cultural Humility

Dynamic Process

Cultural and Others Oriented

Awareness

Cultural Opportunities

Cultural Comfort



Hook et al., 2016

# Multicultural Orientation

A way of being



## Intrapersonal

An awareness of our strengths, limitations, culture, values, beliefs, and attitudes

## Interpersonal

An openness and curiosity about others' culture, values, strengths, limitations, values, and attitudes.





# Self-Awareness

- Cultural identities
- Beliefs
- Values
- Attitudes
- Knowledge Structure
- Motivational Process
- Relational Experience
- Meta- and- epistemic cognitions



# Cultural Comfort

The emotions you experience before, during, and after a cross-cultural interaction.

## **Regulating emotions and thoughts:**

- Take a deep breath
- Don't buy into the lie that you must do everything perfectly
- Know what you don't know
- Be open to learning
- Comfort will grow with time and engagement

# Cultural Opportunities

Opportunities to learn about another person's culture or identity.

## **Intentional Engagement:**

- Conversations
- Training
- Mission's trips
- Travel
- Traditions
- Documentaries and reading



# Suspending Judgment

Recognize your internal reaction (Our brain makes judgments automatically)

Choose to suspend that judgment, recognizing that people are more complex and don't always fit into our preconceived boxes.

Engage in curiosity about who they are and why they are doing what they are doing.





# Developing the Language of Curiosity

What does judgment sound like?

“They just don’t want to get better.”

“They think everyone is out to get them.”

“Nothing is ever their fault.”

“I don’t expect much from them.”

“People like that make me so frustrated.”

What does curiosity sound like?

“What is getting in the way of them making a change?”

“What has caused their trust in others to erode?”

“What is contributing to them feeling powerless to change their situation.”

“What is preventing them from engaging?”

“What is it in me that reacts badly to this individual?”

# Broaching

## **Informed Consent/Introductions**

Express the desire to understand the individual's perspective and experiences.

- *"I am excited to get to know your story and understand your experiences."*

## **Ongoing Broaching**

As issues related to the individual's culture come up, remain curious.

- *"I want to better understand how that impacted you. Can you share with me what that was like?"*
- *"I appreciate you sharing your story."*

Day-Vines et al., 2021; Hook et al., 2016

# Cultural Ruptures

**A rupture is a misunderstanding or miscommunication that impacts the relationship or working alliance in counseling.**

## **Cultural Ruptures:**

- Invalidate the client's experience
- Communicate an inconsiderate or rude message about them or their culture



# Rupture Repair

1. Check in with yourself
2. Consider the other person's perspective
3. Clarify your motivations
4. Consult
5. Acknowledge the incident or rupture
6. Invite the other person to share their perspective and feelings
7. Apologize

Hook et al., 2016







# Application

Group Activity and Discussion

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