**Workshop - Becoming Culturally Competent**

Cultural competence is the ability to interact effectively with people of different cultures. YWCA Greater Cleveland is excited to offer a workshop on becoming a culturally competent individual. The workshop provides an introduction to the framework and rationale for being a culturally competent individual in today’s multi-cultural society. Participants will learn about the relationship between culture and diversity and begin to examine what shapes our cultural backgrounds. They will begin to develop understanding of how cultural values shape our attitudes and beliefs and how these factors impact our behavior at home, at work, and in the community.

**Outline:**

1. **Create Awareness**
   a. Define Cultural Competence
   b. Define: Diversity - Dimensions of Diversity, multiple levels
   c. Define: Culture
   d. Group Activity: *Cultural Iceberg*, participants identify observable and non-observable aspects of culture including: behaviors, practices, attitudes and values
   e. Explore relationship between: Diversity, Culture & Privilege
   f. Define: Privilege
   g. Individual Activity: *Where do I have privilege?*

2. **Develop Knowledge**
   a. 5 Elements of Cultural Competence
      i. Open Attitude
      ii. Self-Awareness
      iii. Other Awareness
      iv. Cultural Knowledge
      v. Cultural Skills

3. **Learn Skills**
   a. Explore the difference between Stereotypes and Cultural Norms
   b. Ladder of Inference
   c. Practice Dialogue across Differences
      i. Suspend assumptions and judgments
      ii. Respect
      iii. Listen with curiosity and willingness to learn and change
      iv. Resist the desire to interrupt
      v. Understand intent vs. impact
      vi. Release the need to be right

4. **Group Activity: *Action Planning***
   a. Create Action Plans to incorporate Cultural Competency into your work
   b. Debrief as group