



Two Workshops on Cultural Humility

From Cultural Competence to Cultural Humility

Culture is the social fabric that shapes our reactions to people and events, including our reactions to our clients and co-workers. It is also the common denominator that ties people together in a group or agency. While aligning with the practices of a culture within an organization allows people to work towards a common goal, it can also create damaging divisions through unconscious beliefs and unexamined values.

The purpose of the UHHP Training, **From Cultural Competence to Cultural Humility**, is to provide homeless services agencies and staff a deeper understanding and experience of how culture shapes client interactions and how it impacts our effectiveness as social service providers. The training is experiential and focused on developing personal awareness of one's own cultural biases, and the practices and skills for accepting others' cultures. By being exposed to our similarities and differences and by learning practices that develop tolerance and compassion, this experiential training builds a foundation for case managers and other frontline staff to create deeper connection and trust with their clients and, consequently, greater outcomes.

Learning Objectives: At the end of this workshop, participants will be able to:

- Differentiate between Cultural Awareness, Diversity, Competence and Humility
- Identify personal values and their impact on culture
- Identify personal culture and its role in relationships
- Discuss personal/common prejudice and stereotypes
- Demonstrate client-centered, non-violent, cross-cultural communications
- Describe organizational culture and how it shapes client services and staff practices
- Construct a personal plan for cultural humility

Cost: \$120 per person includes lunch, refreshments and class material.

Advanced Application of Cultural Humility in Organizations

For individuals, teams and organizations that want to go further in the application of Cultural Competence and Cultural Humility in their organization. This day of training builds on the first day through review of best practices in organizational policies, staff supervision and staff education. This class is also available for customized in-house delivery to organizations (contact UHHP for details).

Learning Objectives: At the end of this workshop, participants will be able to:

- Describe leading practices in cultural humility in organizations
- Assess cultural humility in their own organization
- Apply cultural competence in staff supervision
- Develop culturally competent educational materials
- Implement organizational practices to build connection and humility among staff

Cost: \$120 includes lunch, refreshments and course materials.

Trainers: Leslie Clarke, Ph.D. and Bikbaye Inejnema.

Leslie Clarke is a sociologist, former Case Manager Institute training director for UHHP, and professor of Transformational Leadership. She has taught case management, coaching and cultural humility to case managers and supervisors in the nonprofit sector for many years. Bikbaye Inejnema is a cultural

activist, healer, global teacher, lecturer and an accomplished spoken word artist. He is a Prevention Specialist with Avalon-Carver Community Center, lead project developer for the Community Reclamation Project and lead Rights of Passage instructor for CYGN after school programming for LAUSD. Together, these trainers deliver a transformational experience of cultural humility and its power to build better relationships and work-life satisfaction.