

Community Building: Cultural Diversity and Navigating Differences

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Community Building: Cultural Diversity and Navigating Differences

This training is designed to assist ANR employees begin to understand and develop the skills necessary to work with diverse audiences.

Our focus is not to discuss culture in the context of how each cultural group behaves, but to become more aware of how we behave around cultures different from our own, in order to be more competent in our interactions with diverse audiences.

Community Building: Cultural Diversity and Navigating Differences

What you will learn

- How to recognize and manage difference
- The need to reflect and understand our own bias
- The value of diversity in a community setting
- How to manage conflict in a diverse environment

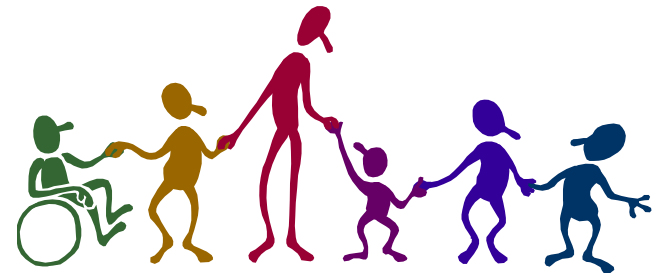
Agenda

- I. Managing Cultural Differences
- II. The Diversity Continuum
- III. Who Are You?
- IV. Privilege
- V. Responding to Difference without Defensiveness
- VI. Reflection
- VII. Resources

Managing Cultural Differences

Instead of focusing on diversity in a context of race, or religion, we want to focus on diversity using the descriptor “difference”, especially when we are focusing on building relationships within our community.

Why difference rather than diversity?

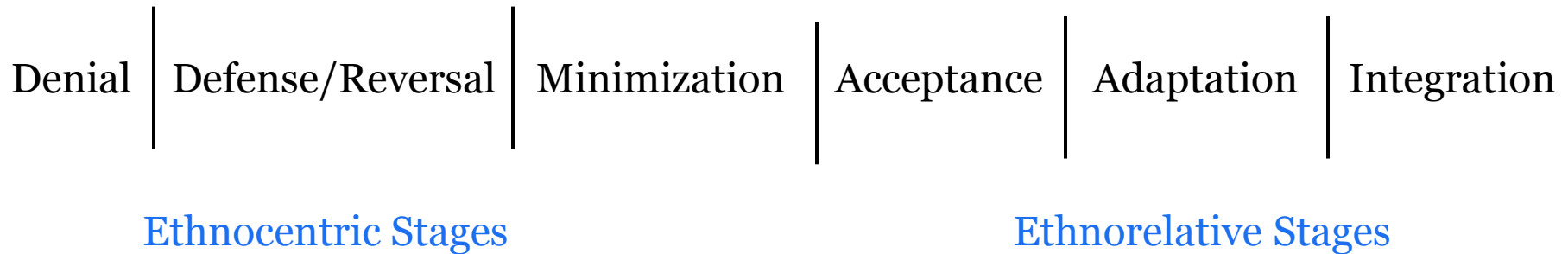


The Diversity Continuum: The Developmental Model of Intercultural Sensitivity

Experience of Difference



Development of Intercultural Sensitivity



The Diversity Continuum: Tips

- The continuum is a self reflection guide, to assess where we think we are with community and cultural development.
- You can be on many places in the continuum at the same time depending on who you are interacting with.

The Diversity Continuum & Community



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- Each family has their own micro-culture, as does each workplace location or unit.
- Try not to assign a value to a difference (better or worse) or to where we might be on the continuum.

We are not
always aware
of our own
lack of
cultural
knowledge





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All too often we focus on the negative, we focus on the pieces of cultural differences that are the sources of our anxiety or our frustration, but we find that beginning the conversation from a more positive and a more personal place is what allows us to develop our community building skills.

WHO ARE YOU?

In six words, describe who you are.

Privilege

- An unearned advantage
- It is systemic, not personal
- We can be privileged and oppressed at the same time.
- Privilege doesn't necessarily mean happiness

Privilege

In the article written by Peggy McIntosh “White Privilege: Unpacking the Invisible Knapsack” she discusses all of the ways that individuals may be privileged where others may experience oppression.



Privilege

1. I can, if I wish, arrange to be in the company of people of my race most of the time.
2. I can be late to a meeting without having the lateness reflect on my race.

Privilege

3. I can criticize our government and talk about how much I fear its policies and behavior without being seen as a cultural outsider.
4. I can have a bad day without my behavior or attitude reflecting poorly on my cultural group.

Privilege

Why is it Important?

- Allow self reflection. It is easier to understand how you are viewed through the eyes of others when you self reflect.
- Gain the full story. You become more aware of others on a personal and emotional level.
- Assume less about others. We all know what happens when we assume!

Changing the Focus

Too often we are asked how to deal with other cultural groups, but before we can begin to deal with cultures outside of our own, we need to better understand ourselves.

- Who are we?
- What privileges are we afforded?
- How do we manage difference?





Piecing the Puzzle Together

Becoming more self aware is the first piece of the puzzle to building better relationships, and the next is managing our discomfort.

Once we recognize that we have discomfort, or a lack of understanding of another culture we can take steps towards developing understanding, and managing difference.

How Do You Manage Differences?

Avoid

Fight

Flight

Compromise

Collaborate

How Do You Manage Differences?

1. How do you feel when you are confronted with a person whose ideals are different from yours?
2. What about when you are asked to spend time in a part of town you have never visited? Eaten something you've never had?

Responding to Differences without Defensiveness



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Easy to hear without listening



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We seek the support of others who tend to agree with us and have a similar cultural perspective.

They see it from our perspective



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We feel justified



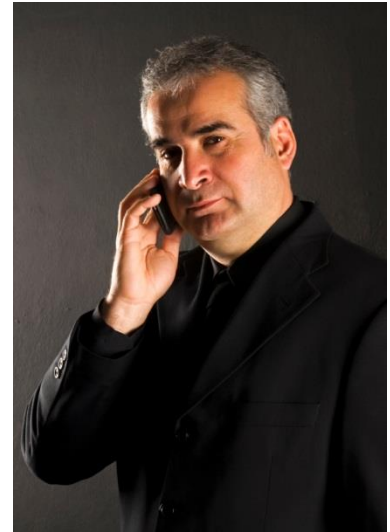
Where we stand depends on ...

Lack of negotiation skills...

Disagreement →
(if) Lack of
negotiation skills
→ Contention



How others react to
us says more about
them than about us;
how we react to
others says more
about us than about
them.



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There are untold ways that
people show disapproval



Have ever been hurt by what
someone has said or done?



Transforming personal attacks into something constructive.



Feelings of defensiveness:

- We care about a person
- We care about an issue
- We may lose face



Moving Away from Defensiveness

STEP 1: Recognize
we are experiencing
negative emotions.





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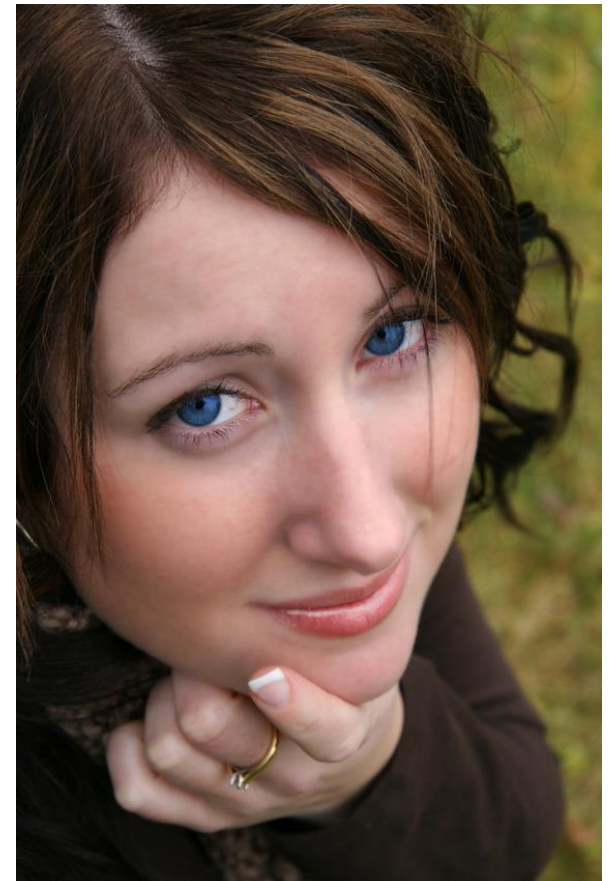
CHOOSE not to be
defensive

“People are disturbed
not by things but by
the view which they
take of them.”

—Albert Ellis

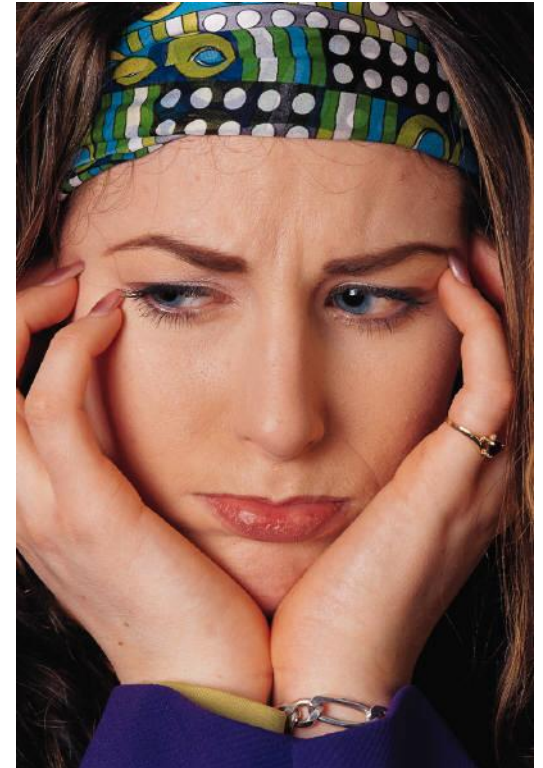
Moving Away from Defensiveness

STEP 2: REMEMBER:
How others react to
us says more *about*
them than about us.
CHOOSE *not* to make
this about us.



Have your intentions
ever been
misunderstood?

Have you ever
misunderstood
someone?



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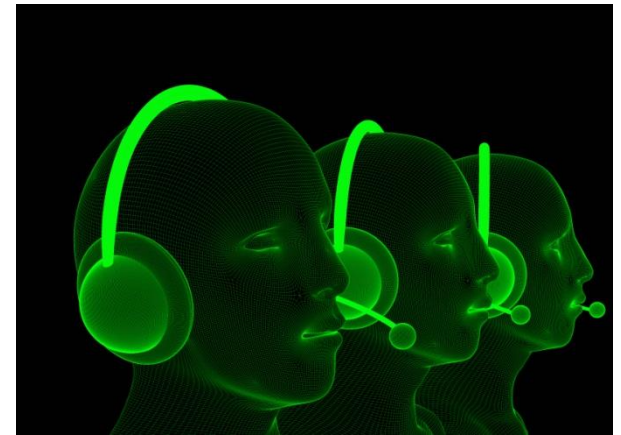
STOP burdening ourselves with other people's imperfect communication



Moving Away from Defensiveness

STEP 3: “Listen to what people are needing rather than what they are thinking about you”

–Marshall Rosenberg, *Non-violent communication*, p. 95



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hearing criticism (even if it's intended)





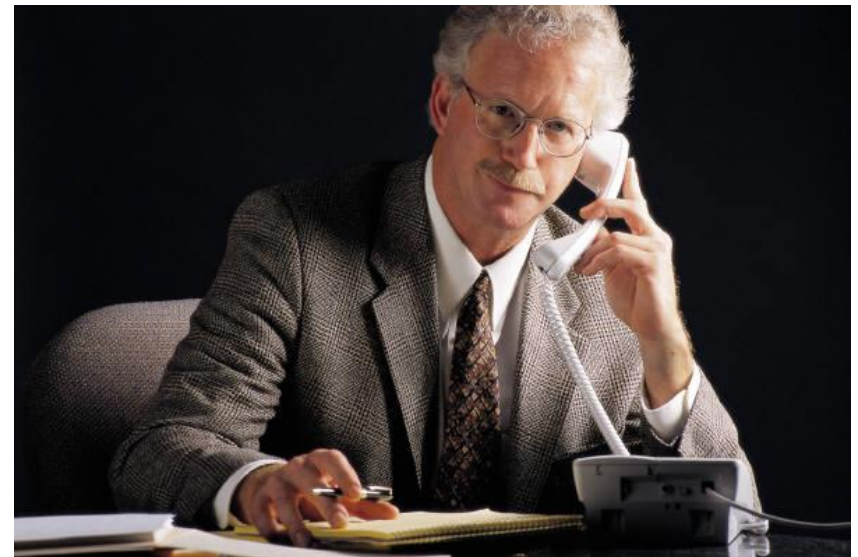
CHOOSE not to
wallow in self-
pity or
resentment

Hearing unmet needs
is *not* about *making
excuses* for the other
person, it is about
understanding.



STEP 4: Reflect back person's feelings and needs

–Marshall Rosenberg,
*Non-violent
communication*, p. 94-97



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WHEN do I get to talk about
my needs?

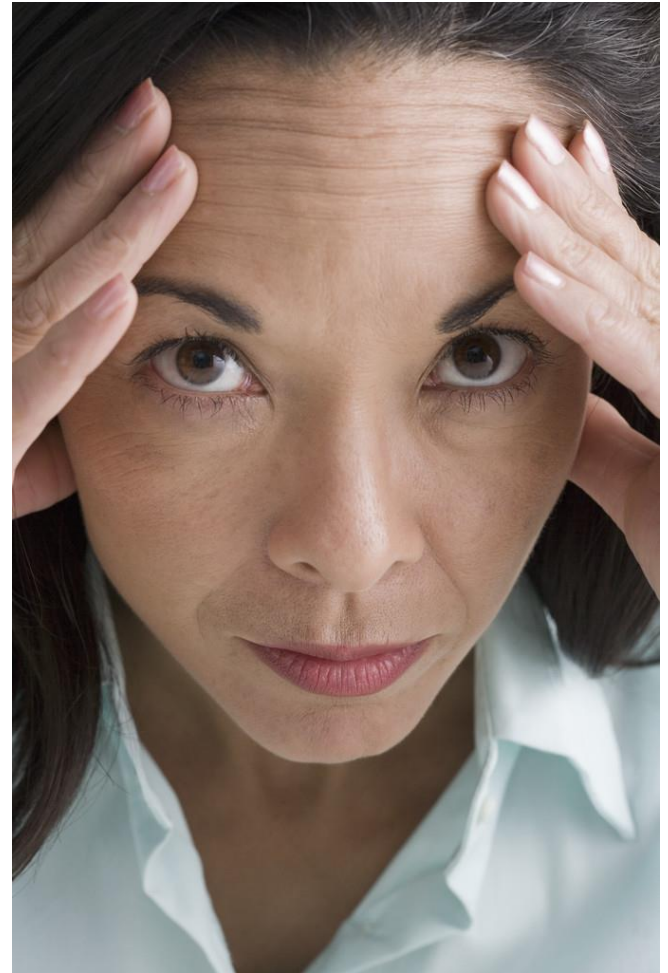
“Seek first to understand,
then to be understood.”

—Steven Covey

At least for the moment—we will
want to put aside our own needs



REMEMBER that our
emotions show /
leak



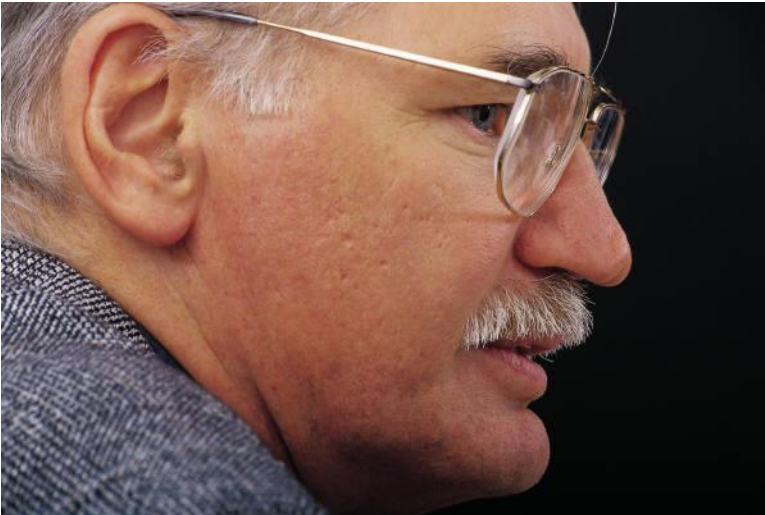
DELIVERY: Speak softly and slowly and tentatively.

This helps with
language barriers and
miscommunications



AVOID putting yourself into equation.

—Marshall Rosenberg, *Non-violent communication*, p. 96-97



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AVOID using your own values to
judge another persons actions or
attitude.

REMEMBER it may take multiple attempts

Connecting to others, especially those from a cultural group dissimilar from our own takes time.



TRANSFORM: Speak about what someone *wants* (rather than what they don't).



Focus on the positive and areas where you share common ground, rather than the negative.

Reflection

Additional Resources

Webpages:

ANR Affirmative Action

[http://ucanr.org/sites/anrstaff/Diversity/Affirmative Action/](http://ucanr.org/sites/anrstaff/Diversity/Affirmative_Action/)

ANR Staff Personnel

[http://ucanr.org/sites/anrstaff/Administration/Business Operations/Staff Personnel/](http://ucanr.org/sites/anrstaff/Administration/Business_Operations/Staff_Personnel/)

ANR Training Coordination

<http://ucanr.org/sites/anrtraining/>

Publications:

Party-Directed Mediation - Gregorio Billikopf

Navigating Difference – Washington State University, Mary Katherine Deen,
Melynda Huskey, Louise Parker

Becoming Interculturally Competent – Milton J Bennet