

welcome! **THE TRAINING WILL BEGIN SHORTLY**
While you're waiting...

Icebreaker Question
If you had to teach a class on one thing, what would you teach?
Please enter your answer in the Chat.

Recording & Resources
Sent to your registration email within the next 2 days.

Survey & Certificate of Completion
Available following the training.

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1

Housekeeping

Microphone icon: This presentation is being recorded.

Mobile phone icon: Locate the controls on the toolbar at the bottom of your screen.

Screen icon: Access the presentation slides now! The link can be found in the chat.

Chat icon: When using the chat, please reply to all panelists and attendees (when appropriate and within comfort level).

Clipboard icon: A brief survey will be available after the training.

Envelope icon: A follow-up email will be sent to all participants within 2 days.

2

Hi, We're CalTrin!


Who we are

- The California Training Institute
- Funded by the State of California, Dept. of Social Services, Office of Child Abuse Prevention (OCAP) to provide training to FRCs and CAPCs
- We support child abuse prevention in California through professional development and extended learning.

What we offer

- Live webinars & small group training
- Virtual, self-paced courses
- Job aids & other resources

CALTRIN
California Training Institute



This training was made possible with funding from the California Department of Social Services, Office of Child Abuse Prevention. Any opinions, findings, conclusions, and/or recommendations expressed are those of the CBO/CALTRIN and do not necessarily reflect the views of the California Department of Social Services.

3




UPCOMING TRAININGS

mark your calendars!

Visit caltrin.org to view the full training calendar and self-paced online training options

 12/13 December Protective Factor Webinar & Workshop: Social Connections	 01/10/23 Overview of the Protective Factors
 12/14 Understanding Your Role in a Trauma-Informed Environment	 01/11/23 Social Poverty: The Impact of Connection
 01/05/23 Invisible Individuals & Systemic Racism: What Can You Do to Be Anti-Racist	 01/18/23 Strengths-Based Leadership

4



The Culture of One: Moving Beyond Cultural Competence

Presenter: Pradeep Gidwani, MD, MPH, FAAP

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5



Speaker SPOTLIGHT



PRADEEP GIDWANI, MD, MHP, FAAP
 Medical Director, Healthy Development Services & First Five First Steps Home Visiting Services
 American Academy of Pediatrics, CA Chapter 3

- Pediatrician and community health leader
- Expertise in child development, infant and early childhood mental health, childhood trauma, parents' perception of childhood behaviors, and cultural issues in healthcare

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6

Goals

Culture of One

- This workshop will give you the opportunity
 - to understand what is culture
 - to reflect upon your beliefs and consider how they developed
 - to examine how your beliefs impact your interactions with clients
 - to develop skills to better understand and connect to your clients better

7

Expectations

Culture of One

- Respect and humility
- Safe space
- Active participation
- Vulnerability
- Willing to learn and change
- You are valued and add to the richness of our community
- We are on a journey

8

Who is in the audience?

Culture of One

- Please enter into the Chat
- Your name
- Where you work
- Your role
- What do you hope to get out of today's training

9

Difficult Experience, Trauma, and Unresolved Emotions

- Trauma is often the result of an overwhelming amount of **stress** that exceeds one's ability to cope, or integrate the **emotions** involved with that experience
- Trauma differs between individuals, according to their subjective experiences
- **Unprocessed event or emotions**

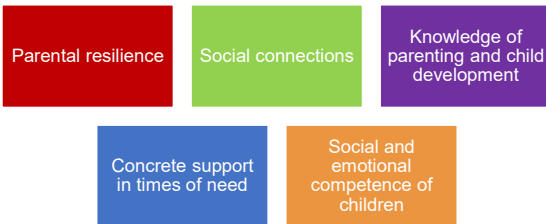
Culture of One



10

Family Protective Factors

Culture of One



strengthening families
A PREVENTION-ORIENTED APPROACH

11

CULTURE AND FAMILY STRENGTHS

As we consider each Protective Factor, ask yourself these three questions:

1. How does culture impact this Protective Factor in a family?
2. How does your own culture shape how you feel, how you react, and what you say or think?
3. How does culture impact what and how you are teaching?



12

Our Current Conversation

Culture of One

- Focused on Race and Ethnicity
 - **Race** is based on phenotypic features, primarily skin color
 - **Ethnicity** is a grouping of people who identify with each other on the basis of shared attributes that distinguish them from other groups such as a common set of traditions, ancestry, language, history, society, culture, nation, religion, or social treatment within their residing area
- Typically, individuals identify with their country of origin and ethnicity (Lewis, 2000b)
- Are the terms Latino or Asian meaningful?

13

Let's Start with a Wider Lens

Culture of One

- How would your client who is
 - A child growing up in US, with dark skin color categorized by US census as 'black American' (race)
 - but may be Jamaican American (ethnicity)
 - and is a fourth-generation immigrant, her cultural heritage is 'American' (culture)
- See herself?
- How might it influence her seeking and receiving help?

14

What is Culture

Culture of One

- Please enter into the Chat

"What comes to your mind when you hear the word culture?"

15

What is Culture?

Culture of One

- It is way of life, especially as it relates to the **socially transmitted** habits, customs, traditions, and beliefs that **characterize a particular group of people at a particular time**.
- It includes the behaviors, actions, practices, attitudes, norms and values, communications (language), patterns, traits, etiquette, spirituality, concepts of health and healing, superstitions, and institutions of a racial, ethnic, religious, or social group.
- **It is the lens through which we look at the world**
(Edwards, Ellis, Ko, Saifer, & Stuczynski 2011)

16

Culture Includes

Culture of One

- Traditions, values, customs (child-care + socialization practices)
- Includes rituals and artifacts (symbolizing group's belief systems)
- Provides psychic structure for social relationships + helps to make meaning of the world
- Learned/transmitted primarily through language and everyday interactions

(Lewis, 2000a)

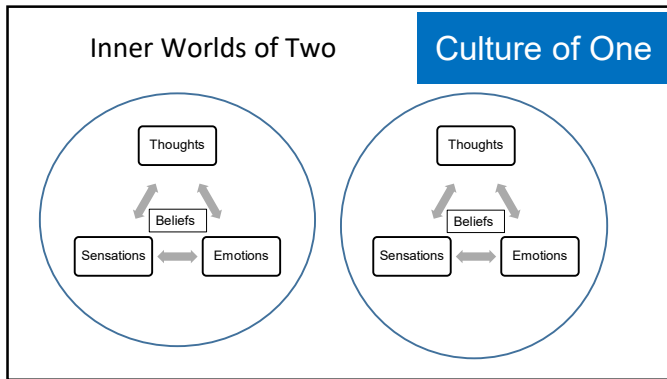
17

Under Our Radar

Culture of One

- Our own culture is often hidden from us, and we frequently describe it as "the way things are"
- As members of a majority cultural group, it may be difficult to identify certain values and norms of behavior as being connected to cultural background

18



19



20



21

Three dimensions

Culture of One

- Universal dimensions
- Cultural aspects
- Personal Uniqueness

(Marsella et al., 1996)

22

Universal dimensions

Culture of One

1. Biological features
 - Basic needs: food, reproduction, physical comfort, safety, movement, growth, health, awareness of mortality
2. Emotions
 - Happiness, sadness, fear, anger, disgust, contempt, surprise, envy, excitement, boredom, shame, guilt, love, hate
 - Physical expression of some emotions (facial expressions, laughter, crying, etc.)
 - Empathy

23

Universal dimensions

Culture of One

3. Social constructs
 - Family, territorial, and other groups; in-group/outgroup distinction
 - Marriage; rules and customs governing sex
 - Status and roles; division of labor
 - Special occasions, rituals, rites of passage, mourning
 - Trade and gift-giving
 - Law, government and leadership
 - Art, music, dance, poetry, games, play
 - Religious and supernatural beliefs

24

Universal dimensions

Culture of One

4. Values

- Sense of right and wrong; conscience
- Justice; reciprocity – positive (Golden Rule) and negative (retaliation, redress of wrongs) • Generosity
- Honesty (or the appearance thereof)
- Avoidance of conflict, condemnation of violence
- Commitment to something greater than the self (e.g. state, community, cause, religion)
- Self-respect, but with humility, self-discipline, & accountability
- Service to humankind; helping others
- Respect and caring for people, other living things, and environment

Sources: Brown, 1991; Kinnier et al., 2000; Malinowski, 1960 (cited in Brown, 1991, pp. 66-67); Matsumoto et al., 2000; McCrae, 2000; Moore et al., 1999

25

Universal dimensions and Cultural Aspects Interact

Culture of One

- Universal capacity to experience and express basic emotions (e.g. Izard, 1994)
 - Joy, fear, anger, sadness, disgust, shame, guilt
- Strongly challenged (e.g. Russell, 1994)
- All humans have capacity to experience and express fear, helplessness, horror
- Although, cultural factors may influence likelihood that fear will be evoked or expressed

26

Culture and traumatic reactions

Culture of One

- Reactions have a common base in human physiology, manifestations of responses may differ significantly
 - Latin-American a condition called *susto*, or fright
 - "*Ag Rog*" syndromes in descendants of immigrants from the English West Country to Newfoundland
 - In Japan, "*taijin-kyofusho*" is defined as a fear of offending others because of socially awkward behavior or an imagined physical offense (e.g., body odor) may magnify into a disabling social phobia
 - In Korean women, "*hwa-byung*" is a syndrome where depression or suppressed anger may lead to complaints of an uncomfortable, yet nonpalpable, abdominal mass

27

Culture and Response to Death

Culture of One

- “In American culture, pain is seen as something that can and should be avoided, instead of being viewed as an inescapable part of being human” (Hooyman & Kramer, 2006, p. 19).
 - An attempt to shield children from loss altogether
 - “Adults may seek to protect children (and, perhaps, themselves) from knowledge of adult inability...to shape and protect life from pain, death, and loss” (Ribbens-McCarthy, 2007, p. 286-287).
- In the Jewish tradition, six graduated stages of mourning (Levine, 1997).
 - Provides a framework of rules and rituals that guide the bereaved through the grieving process
 - The focus of the Jewish religion/culture is on life, not on death
 - Mourning beyond the year of bereavement is typically discouraged

28

Our Lens and Filters are Created by

Culture of One

- Experience
 - Personal
 - Family
 - Cultural (Current and Historical)
 - Cultural Context
- Expectations
- Beliefs
- Memories

Effect How We See the World

29

Bubble of Perception

Culture of One



30

Personal Uniqueness My Cultural Journey - Childhood	Culture of One
<ul style="list-style-type: none"> ● Born in Bombay (Mumbai), India ● Immigrated to US at 18 month(1st Generation Immigrant) ● First trip back to India – 5 years old and returned at 7, 9, 11, 13 and 17 (Overt Inequality) ● Tight-knit Progressive Indian Community (No native language) ● Mother - 1st surgeon at the Cleveland Clinic (Women's rights and Reproductive rights) ● Father – Engineer who worked at GE for 25 years (Systems approach – QI) ● Parents experienced Partition of India ● Grandparents lost a majority of material success and re-built their lives in their 50s (Family's story of resiliency) 	

31

My Cultural Journey – Education and Work Experiences	Culture of One
<ul style="list-style-type: none"> ● College Anthropology Major (Covert Inequality) ● Field Working - the CDC in STD Prevention (Health Inequality) ● Congressional Commission Infant Mortality (+ Gender communication style) ● Medical School (2nd Generation MD) (Study some TCM and Mind/Body) ● Pediatric Residency – (Population Health) ● Fellowship & MPH – Research in Boston (Culture and ADHD) (Herbert Benson) ● Asthma & Chronic Illness in San Diego (Health Inequality) ● Studied with don Miguel Ruiz (former Neurosurgeon and Shaman) ● Yoga Teacher Training ● Development and Behavioral Services in San Diego 	

32

My Cultural Journey - Personal	Culture of One
<ul style="list-style-type: none"> ● Seen as an East Indian Immigrant (others often confused by my origins/ethnicity) ● Married Late 44 ● My wife biological is Japanese/Irish, but her mother remarried, and she grew up culturally Japanese ● 3 Stepsons <ul style="list-style-type: none"> ○ Latino/Japanese/Irish ○ 2 Native American/Japanese/Irish ● A German Shepard who has had pet rabbits/Son's rescue dog ● 7 Chickens 	

33

My Lens and Filters

Culture of One

- Relationships are central to everything
- Resilience
- Indian-ish
- Cultural
- Inequality and justice – race/ethnicity and gender
- Clinical – Allopathic trained – open to other traditions
- Developmental – Attachment - Regulation
- Trauma
- Family Support
- Strengths based
- Nurture throughout the lifespan

34

Personal Reflection

Culture of One

- Reflect on “What created your unique personal culture?”
 - Your family? Your community? Your experiences? Your education? Your inter-generational history?
 - See if you can identify your lens and filters that influence how you see the world

35

Breakout Session #1

Culture of One

- We are going to break into groups of 3 and take a Personal Cultural Journey
- First, introduce yourself and
- Share your cultural journey

36

De-Briefing Your Journey

Culture of One

- What did you learn about yourself?
- How did it feel to share your story with someone else?
- Do you feel closer to the person whose story you heard?
- Was there enough time?

37

My Brother – Same Culture?

Culture of One



38

Differences Between and Within

Culture of One

Members of the same culture vary widely in their beliefs and actions. We all have unique identities that we develop within our cultures, but these identities are not fixed or static. This is the reason that stereotypes do not hold up: **no two individuals from any culture are exactly alike.**

Ahearn et al. (2002)

39

Personal Reflection

Culture of One

- When does the culture of your family given strength?
- When has the culture of your family limited you?
- Where have you not fit in with your culture of origin?

40

What Created Cultural Gaps?

Culture of One



41

What Other Gaps Besides

Culture of One

- | | |
|----------------------|------------------------------|
| • Race | • Income level |
| • Language | • Education |
| • Nationality | • Occupation |
| • Immigration | • Military Service |
| • Religion | • Where you grew up |
| • Age/Generation | • Marriage/Long term partner |
| • Gender | • Children |
| • Sexual orientation | • Pets |

What else creates potential gaps? Enter into the chat

42

Personal Reflection

Culture of One

- Where have you seen and/or experienced cultural gaps?

43

Breakout #2

Culture of One

- We will break into our group of 3
- Share your experience – either when you saw cultural gaps or when you experienced cultural gaps?

44

Large Group De-Brief

Culture of One

- How did it feel to share your experience?
- Were your experiences similar or different?
- Was there enough time?

45

Dehumanizing

Culture of One

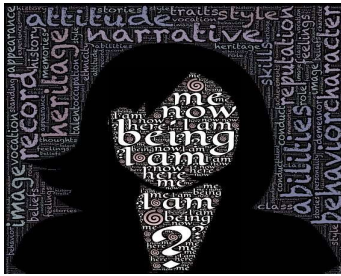
- Words like “animal” and “infest” perform pernicious political work in any context
- Any time you use any of those metaphors, it’s meant to try to reduce sympathy for a particular group, so people see that group as not deserving of compassion.
- One of the common threads of any genocide is its justification. In order to be able to execute it on a mass scale, a lot of people have to buy into it and agree that it’s the appropriate thing to do. And so any genocide begins with the dehumanization process.

William Donohue, a professor of communication at Michigan State University

46

Identity

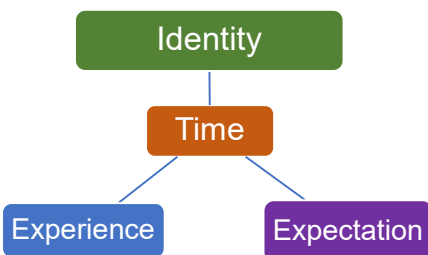
Culture of One



47

Identity and Time

Culture of One



48

Personal Reflection

Culture of One

- What do you most identify with in your unique personal culture?

49

De-Identifying from Identity

Culture of One

- Working with don Miguel Ruiz – Recapitulation exercise -we wrote our personal story so many times as a process of becoming less identified with our story
- What are the benefits of being less identified with your own story
 - One of the 4 Agreements – Don't Take Things Personally
 - Being less defensive, more open to others

50

Part 2

Culture of One



By HikingArtist.com

51

Bridging Different Worlds

Culture of One

- Relationships would be based on two-way communication, cooperation, and coordination, and also on collaboration
- Breakdowns are more often to differing **needs, values, and levels of trust** than families' lack of interest or unwillingness

52

Trust

Culture of One

- **Benevolence:** The degree to which the other party takes your best interests to heart and acts to protect them
- **Reliability:** The extent to which you can depend upon another party to come through for you, to act consistently, and to follow through
- **Competence:** Belief in the other party's ability to perform the tasks required by his or her position
- **Honesty:** The degree to which the other person or institution demonstrates integrity, represents situations fairly, and speaks truthfully to others
- **Openness:** The extent to which the other party welcomes communication and shares information

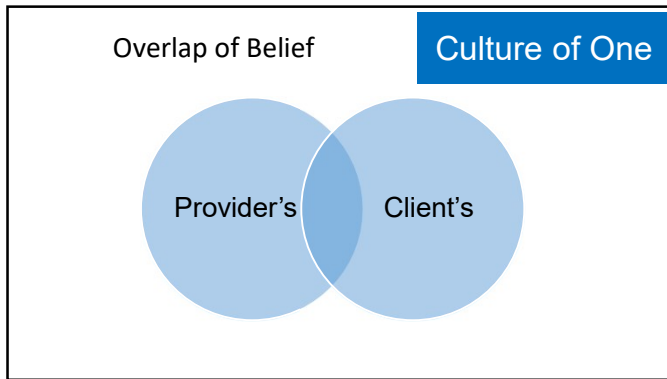
53

Safety & Trust are Foundational

Culture of One

- What makes you feel safe?
- What makes parents feel safe?
- What makes children feel safe?
- What creates trust?
- How do you know when you are trusted by a patient?
- What helps a client feel known by you?

54



55

Self-Awareness

Culture of One

- As service provider, what are our
 - Personal values attitudes, beliefs, biases, and behaviors
 - How do they influence (consciously or unconsciously) our interactions with clients?
 - How do they influence our interactions with professional colleagues and staff from diverse racial, ethnic, and sociocultural backgrounds?

56

Breakout #3

Culture of One

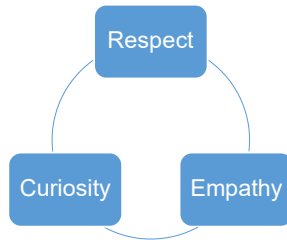
- We will break into our group of 3.
- Reflect on your own
 - Personal values attitudes, beliefs, biases, and behaviors
 - How do they influence (consciously or unconsciously) our interactions with clients?
 - How do they influence our interactions with professional colleagues and staff from diverse racial, ethnic, and sociocultural backgrounds?

57

Cycle of Communication

Culture of One

- Willingness
- Openness
- Understanding



58

Nonverbal Communication

Culture of One



7% Words

38% What
You Hear55% What
You See or
Feel

59

Vulnerability of Patient/Clients

Culture of One

- Bad First Impressions
- Poor Communication
- Past Experiences
- Family Members' Lack of Self-Confidence
- Providers' Lack of Confidence
- History of Discrimination
- Differing Expectations of Roles
- Lack of Confidence in the System
- Power Differential

60

Vulnerability as a Provider

Culture of One

- Feeling of responsibility for patient/client
- We are supposed to be the expert/have an answer
- Unpredictable situations
- Feeling alone
- Limited experiences with certain conditions and situations
- Limited experiences with certain groups and communities
- Our own unresolved aspects

61

Building Bridges

Culture of One



62

Bridges to Our Patients/Clients

Culture of One

- Set the expectation
- Learn about the child, family, and community
- Acknowledge a shared values and commitment
- Embrace a strengths-based perspective
- Forge trust
- Encourage reciprocal communication
- Ask with openness and genuine curiosity
- How does it feel to say, "I do not know much about your culture, and I am interested you and your culture may play a role in your care."

63

Meeting at Common Values

Culture of One

- I want the best for you and your child
- What you value?
- What you value for your child?
- What can we commit to together to meet that value?

64

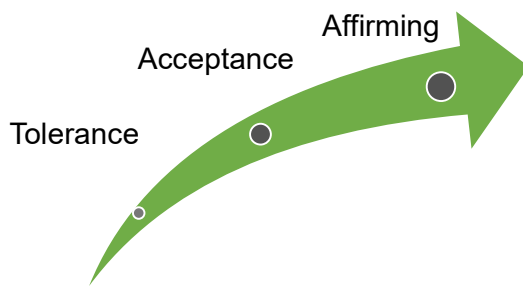
LEARN

Culture of One

- L: *Listen*** with empathy and understanding to the patient's perception of the problem
- E: *Explain*** your perceptions of the problem
- A: *Acknowledge*** and discuss the differences and similarities
- R: *Recommend*** plan or treatment – create an action plan
- N: *Negotiate*** agreement

65

Culture of One



66

Working with an Interpreter (1) **Culture of One**

- Find professionally trained, qualified interpreters.
- Don't depend on children or other relatives and friends, or nonmedical staff, to interpret.
- Hold a brief pre-interview meeting with the interpreter.

67

Working with an Interpreter (2) **Culture of One**

- Establish a good working relationship with the interpreter.
- Plan to allow enough time for the interpreted sessions.
- Use carefully chosen words to convey your meaning and limit the use of gestures.
- Speak in a normal voice, clearly, and not too fast or too loudly.

68

Working with an Interpreter (3) **Culture of One**

- Avoid jargon and technical terms.
- Keep your utterances short, pausing to permit the interpretation.
- Ask only one question at a time.
- Don't ask or say anything that you don't want the patient to hear.
- Expect the interpreter to interrupt when necessary for clarification.

69

Working with an Interpreter (4) Culture of One

- Expect the interpreter to take notes if things get complicated.
- Be prepared to repeat yourself in different words if your message is not understood.
- Have a brief post-interview meeting with the interpreter.
- Sit with you, the patient, and the interpreter form the points of a triangle.

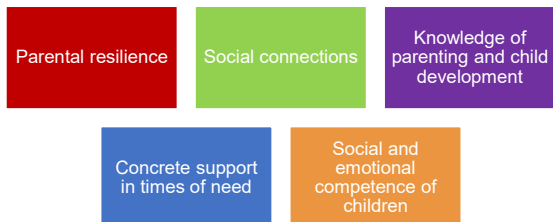
70

In an emergency, and you absolutely MUST communicate Culture of One

- Make sure the family member or friend understands her role before you begin.
- Use the simplest vocabulary that will express your meaning.
- Speak in short and simple sentences.
- Check to see if the message is understood.

71

Family Protective Factors Culture of One



STRENGTHENING FAMILIES
AN EVIDENCE-BASED PROGRAM
 STRENGTHENING FAMILIES

72

Thanks for joining us!

WHAT'S NEXT?

- Survey and certificate in the chat now
- Recording and resources available within two days
- Watch your inbox for the next issue of CalTrin Connect



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