



California Community Colleges

Building Resilience: A Journey to Personal and Professional Well-Being

Session 3 – March 26, 2024

Welcome and Introductions

Jacqueline Alvarez,

Mental Health & Health Services Specialist at jalvarez@cccoco.edu

Gerilyn Walcott,

Project Manager for CCC Health & Wellness at cccsmh@cars-rp.org

Housekeeping



Chat and Q&A: Please utilize the chat or Q&A function to ask questions throughout.



Closed Captioning (CC): Closed captions are available. Click on the (CC) button to read live captions.



Meeting Materials: Slides and any follow up materials will be provided following the presentation.



Recording: We are recording today's session, and the recording will be made available on the website in the coming weeks.



CULTURAL HUMILITY: STRATEGIES FOR WORKING WITH VULNERABLE COMMUNITIES

Created and Facilitated By
Dr. Gloria Morrow



INTRODUCTION

HOW ARE YOU?

ZWANI.COM



COMMUNITY AGREEMENTS

1. Bring your healthiest self to our collaborative space The day before the meeting sleep and rest well, eat wholesome and nutritious foods, and drink plenty of water. Access a joyful or inspirational activity something that honors your life.

2. Honor your needs
Physically tune in, listen and be obedient to your body. Void when you feel the urge.

3. Listen for understanding, not to respond
Practice whole being listening and being fully present with each other in the space.

4. Translate meaning
Patiently explain what you mean.

5. Check for literacy
Speak up and ask when you are not sure what someone means or if a term or phrase that is being used is unfamiliar to you.

6. Speak your truth
Be honest with yourself and others. Address disagreements and hurt feelings here and now. Do not hold them in your mind and body.

7. Respect yourself and others
Honor the feelings and perspectives of yourself and others.

8. Practice body autonomy
Ask for consent prior to touching others and offer immediate feedback if others cross a boundary.

9. Make space, take space
If you are a talker, allow space for others to speak. If you are quiet, speak up.

17 COMMUNITY AGREEMENTS

10. Practice confidentiality
What is said here, stays here. What you learned here leaves here with no names attached.

11. Struggle together
We are in this together. Stay committed to this community space throughout this intimate process and beyond.

12. Curiously engage with your growing edge
Honor your feelings of discomfort and be committed to your growth.

13. Recognize comfort vs. safety
Feeling discomfort is not the same as feeling unsafe.

14. Stay present the whole time
Stay with us the whole time in body, mind, and soul, especially when it gets hard.

15. Speak from your own experience
Share stories and examples from your own life rather than sharing other peoples' stories.

16. Acknowledge offense and harm w/ "ouch! oops" If someone offends you say "ouch," which is an opportunity to explain why. "Oops" is an acknowledgement of the harm and offers space to make mistakes and begin to heal.

17. Honor the process
Change takes time. Trust the unfolding.

Workshop Description

Embrace cultural humility as a cornerstone for supporting diverse student populations. This training focuses on understanding cultural nuances when working with colleagues and students. College professionals gain insights into barriers faced by vulnerable populations and learn strategies to foster cultural humility. Enhance your ability to connect with others and create an inclusive academic environment.

Learning Objectives

After this workshop, participants will be able to:

1. Become familiar with at least three of the cultural nuances to consider when working with vulnerable populations.
2. Identify at least five (5) of the barriers that must be overcome when working with vulnerable populations from the student, colleague and staff perspectives.
3. Become knowledgeable about at least three benefits for striving to build a beloved community through cultural humility when working with vulnerable populations.
4. Identify at least five (5) strategies for building a beloved community through cultural humility.

What is a Vulnerable Population?

- Vulnerable populations include the economically disadvantaged
- Racial and ethnic minorities
- Uninsured, low-income children
- The elderly
- The homeless
- Those with human immunodeficiency virus (HIV), and those with other chronic health conditions, including severe mental illness
- It may also include rural residents, who often encounter barriers to accessing educational resources.
- The vulnerability of these individuals is enhanced by race, ethnicity, age, sex, and factors such as income, insurance coverage (or lack thereof), and absence of a usual source of care. Their health and healthcare problems intersect with social factors, including housing, poverty, and inadequate education.

What Constitutes a Marginalized Community?

- Marginalized communities include those who have been historically excluded from involvement in our cities, as well as those continuing to face other barriers to civic participation. This includes those marginalized by factors like race, wealth, immigration status, and sexual orientation.

Pooja Bachani Di Giovanna | Sep 01,
2021 | PM MAGAZINE



WHAT IS CULTURE

WHAT IS DIVERSITY?





Cultural Nuances Defined

Cultural nuances are the subtle differences in how people communicate, behave, and express themselves in different cultures. They can include aspects such as language, gestures, eye contact, humor, silence, personal space, and etiquette. Cultural nuances are influenced by factors such as history, religion, values, beliefs, and norms. They can vary not only between countries, but also within regions, groups, and individuals.

[How can you understand the nuances of communication in different cultures? \(linkedin.com\)](#)



The Importance of Understanding Cultural Nuances

Cultural nuances are important because they can affect how your message is received, interpreted, and responded to by others. If you are not aware of the cultural nuances of your communication partners, you may unintentionally offend, confuse, or mislead them.

[How can you understand the nuances of communication in different cultures? \(linkedin.com\)](#)

Examples of Cultural Nuances



Gestures and body language

Thumbs up
Eye contact



Personal space



Greetings and farewells

Handshakes
Bowing
Cheek kissing



Time perception

Punctuality
Flexible time



Hierarchy and respect

Age and status
Titles and Formality



Taboos and Etiquette

Dining etiquette
Gift-giving

Barriers to Consider When Working with Vulnerable and/or Marginalized Communities

Systemic Barriers

- Accessibility to educational resources and technology.
- Internet services and bandwidth for remote learning.
- Streaming and tracking of students.
- Implicit discrimination and bias.
- Teacher-student relationships and identity.
- Resilience and coping mechanisms.
- Equity reform and partnerships.

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Societal barriers

- One's physical location/ethnic enclave that includes problems with housing insecurity, transportation barriers, nutrition, disparities, environmental pollutants, and gender-based violence.
- Access to health care and treatment that includes financial barriers, and psychosocial stressors.
- Social stigma which includes race, gender, age, sexual orientation, physical ability, veteran status, and religion and bias and discrimination.
- Research recruitment barriers; that includes essential workers who face unsafe situations.

Ethical Issues when Working With Vulnerable Populations in Academic Settings

- Understand the complexity: Avoid homogenizing the communities you are working with.
- Engage in critical self-reflection by examining your assumptions about the populations you serve.
- Develop an ethical protocol that outlines how you will work with diverse individuals who are representative of vulnerable and/or marginalized populations.
- Anticipate challenges because of the history of oppression resulting in distrust.
- Structural awareness: Recognize institutional pressures.

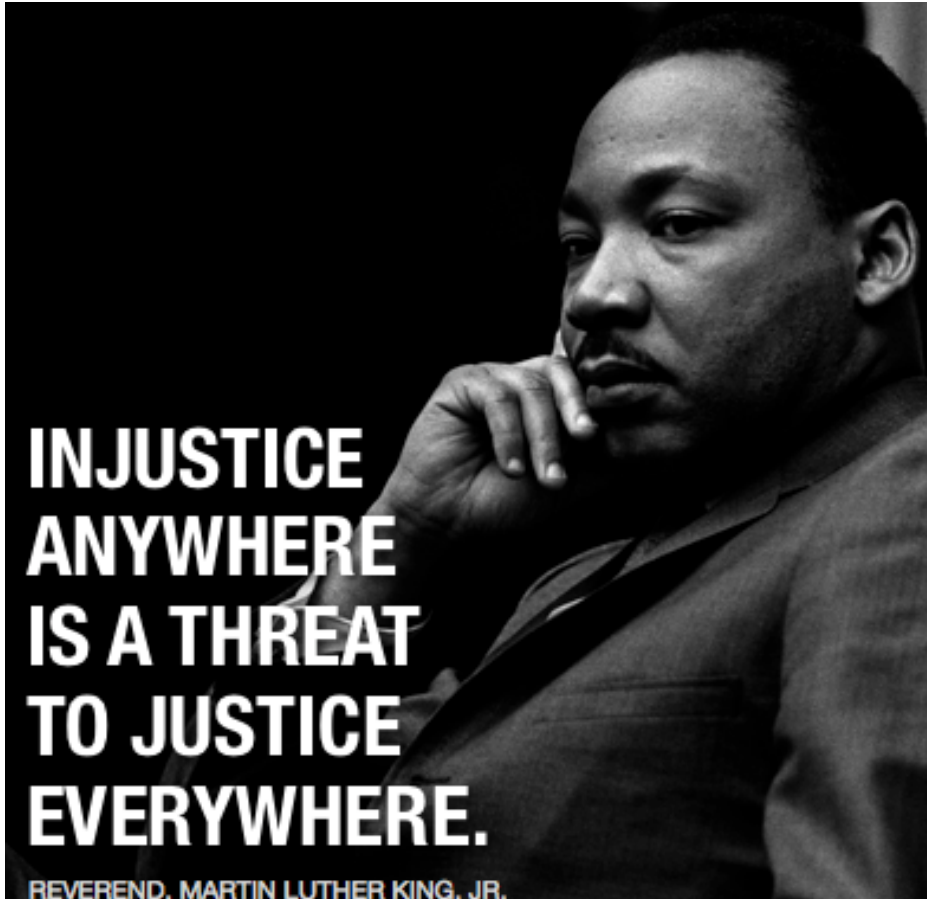
Araiza, Isabel, 'Ethical Issues Working with Vulnerable Populations', in Patricia Leavy (ed.), *The Oxford Handbook of Methods for Public Scholarship* (2019; online edn, Oxford Academic, 4 Sept. 2019), <https://doi.org/10.1093/oxfordhb/9780190274481.013.1>, accessed 18 Mar. 2024.



BUILDING THE BELOVED COMMUNITY THROUGH CULTURAL HUMILITY

A personal response

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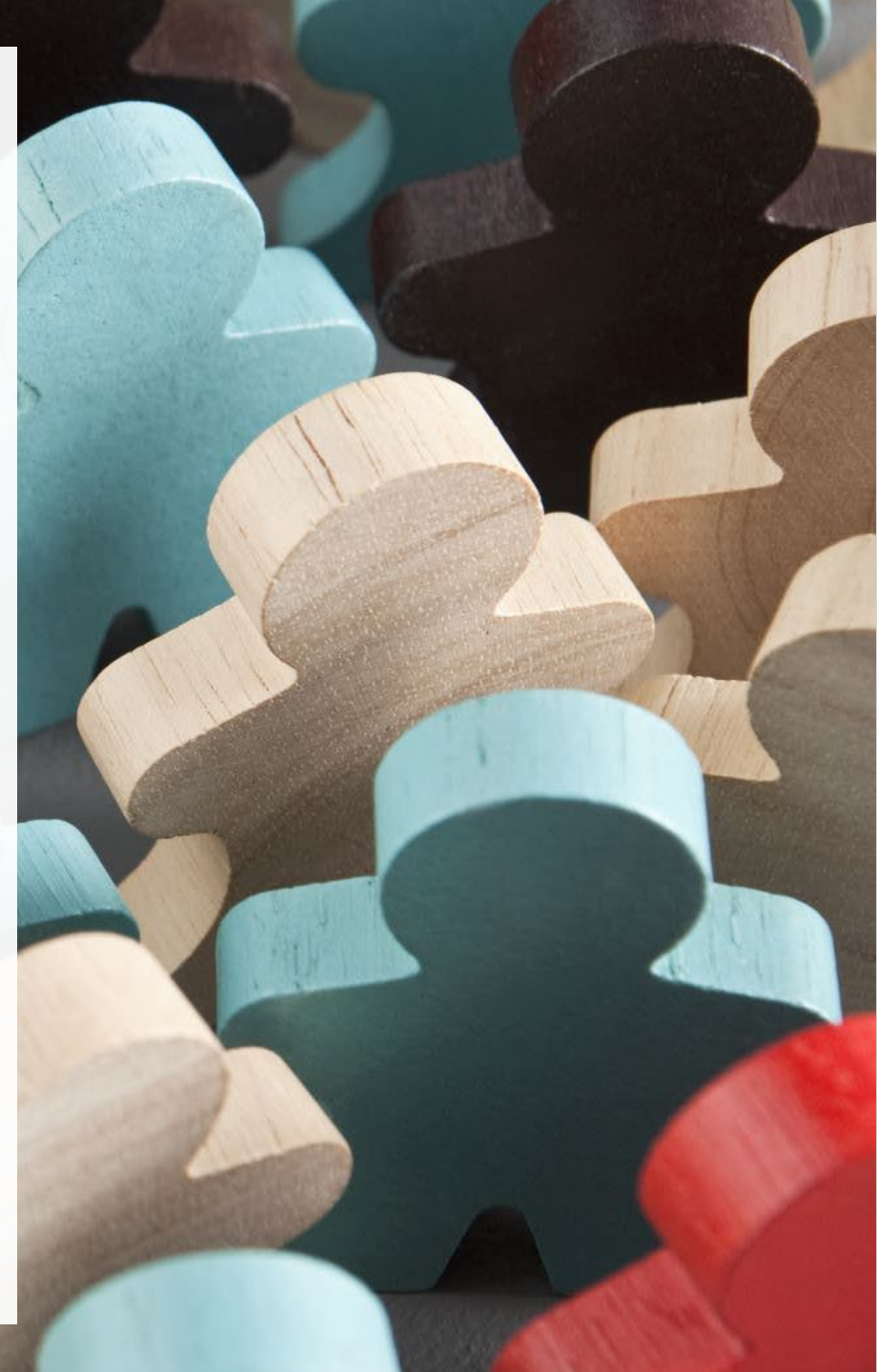


Dr. King's Beloved Community

- Dr. King's Beloved Community is a global vision, in which all people can share in the wealth of the earth. In the Beloved Community, poverty, hunger and homelessness will not be tolerated because international standards of human decency will not allow it.
- [The King Philosophy | The Martin Luther King Jr. Center ...](#)
- thekingcenter.org/king-philosophy/

The Beloved Community Defined

- A term used in the early 20th Century by Josiah Royce, a philosopher-theologian which was the founder of the Fellowship of Reconciliation where Dr. Martin Luther King, Jr., was also a member.
- The term was popularized by Dr. King.
- Dr. King believed that The Beloved Community was achievable as an antidote against racial and other kinds of injustice throughout the world.
- Dr. King believed that The Beloved Community could be built as long as people all over the world became committed to the concept and would be willing to use nonviolence as a strategy for accomplishing the goal.



Six Guiding Principles

Principle 1

- Nonviolence is a way of life for courageous people.

Principle 2

- Nonviolence seeks to win friendship and understanding

Principle 3

- Nonviolence seeks to defeat injustice not people.

Principle 4

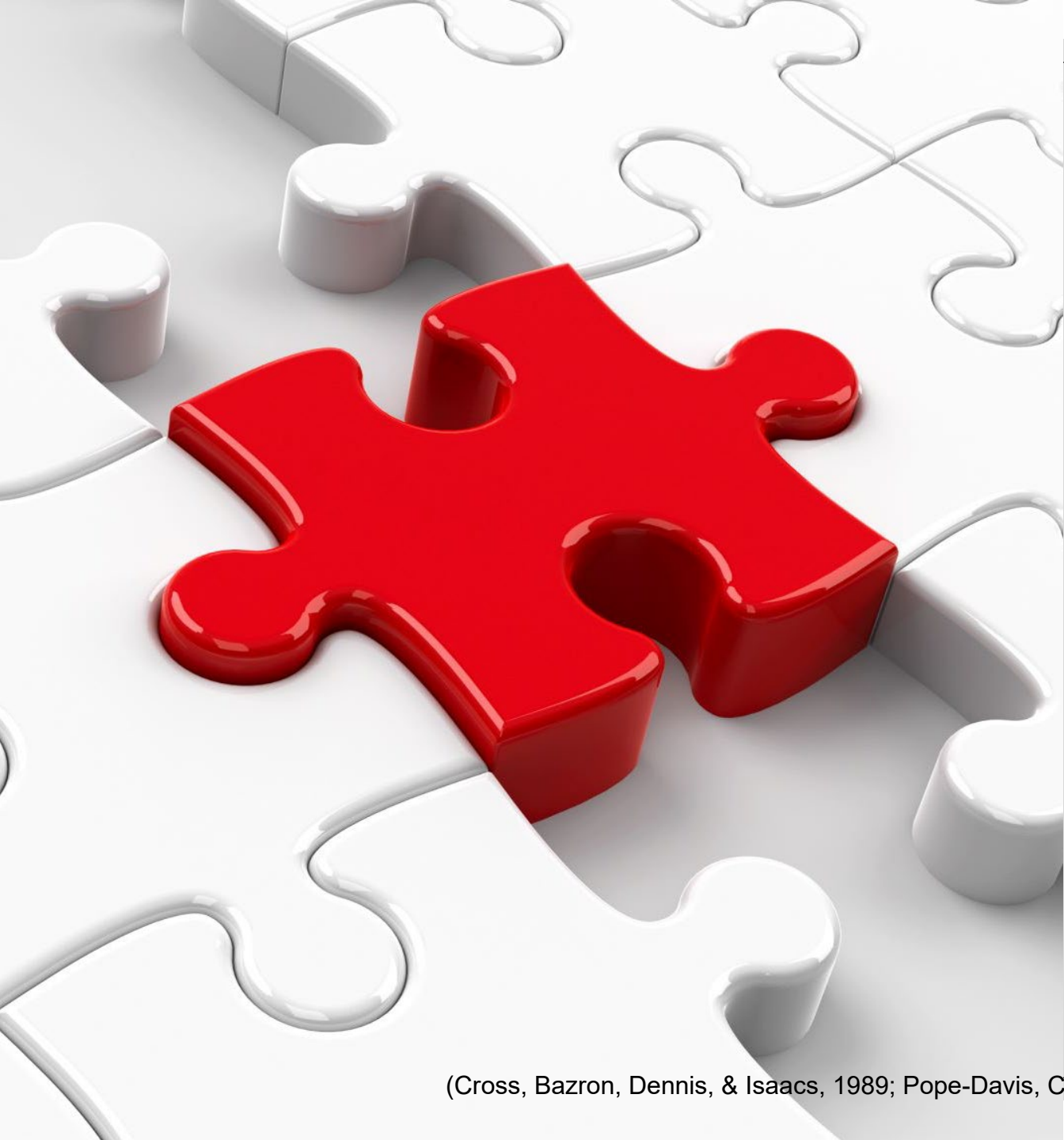
- Nonviolence holds that suffering can educate and transform

Principle 5

- Nonviolence chooses love instead of hate

Principle 6

- Nonviolence believes that the universe is on the side of justice



Cultural Humility

- The National Institutes of Health (NIH) defines cultural humility as “a lifelong process of self-reflection and self-critique whereby the individual not only learns about another’s culture, but one starts with an examination of her/his own beliefs and cultural identities.” The term was first coined in 1998 by healthcare professionals Melanie Tervalon and Jann Murray-García, who originally described cultural humility as a tool to educate physicians to work with culturally, ethnically, and racially diverse populations in the United States. The concept, however, carries meaning for any clinical researcher, social advocate who is studying and/or working with someone different from themselves – in terms of race, ethnicity, gender, religion, sexual preference, socioeconomic status, or geographic location – in any cultural context and in any part of the world.
- More important, cultural humility is helpful to everyone because every person is culturally different.
- National Institute of Health

Cultural Humility in Summary

- A lifelong process of self-reflection and self-critique.
- Does not require mastery of lists of different beliefs and behaviors pertaining to certain groups
- Encourages respectful partnerships through person-focused interviewing, exploring similarities and differences between one's own and each individual's priorities, goals, and capacities.
- Most serious barrier to culturally appropriate care is NOT a lack of knowledge of the details of any given cultural orientation, but the failure to develop self-awareness and a respectful attitude toward diverse points of view.

Tervalon, M, Murray-Garcia, J. (1998)



Strategies for Building the Beloved Community Through Cultural Humility

Begin your lifelong process of self-reflection, self-awareness and self-critique.

- Be aware of your own spiritual, cultural beliefs and practices and their relationship to others.
- Understand its impact on interpersonal and professional understanding and behavior.

When you identify those areas where bias may exist, or when someone points it out to you, be willing to do the work.

Abandon your need to be the expert and allow others to teach you.

- Please consider the following:
 - What is it like to be this individual what is it about this individual in front of me that makes him or her culturally unique? What aspects of this individual's cultural background are important to him or her: How might this individual's cultural context serve as a strength or support in this situation? How might this individual's and my own cultural background impact our interaction and our ability to meaningfully connect and work together?

Strategies for Building the Beloved Community Through Cultural Humility

- Begin to value diversity and find ways to build relationships with those who are culturally different.
- Educate yourself and become familiar with the cultural world of the students you serve and/or those you work with.
- Find ways to become comfortable with confronting bias in the workplace, in the community, and among those you know and love.
- Become a leader in fighting against social injustice.
- Be the Beloved Community





In Summary

Working with vulnerable populations requires sensitivity, empathy, cultural humility, and a commitment to social justice.

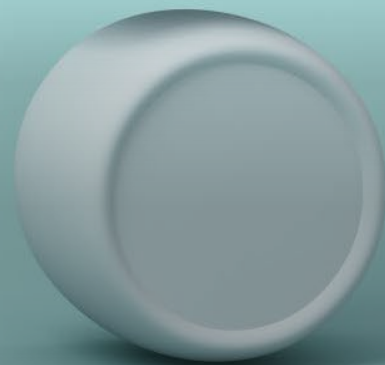
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THE POWER OF EMPATHY



Q & A





Dr. Gloria Morrow

CONTACT INFORMATION

dr_gloria_morrow@msn.com

www.gloriamorrow.com

abrandnewmewithdrg.com

Upcoming Learning Opportunities

April 9 – Overcoming Compassion Fatigue:
Nurturing Resilience in the Academic World



California Community Colleges

Thank you!

For any questions, please email Jackie at jalvarez@cccco.edu

www.cccco.edu