

Cross Cultural Service Delivery Leave No Client Behind



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Purpose

Gain insights and tools that increase proficiency in working with clients from diverse background

Diversity

- Generational
- Linguistic
- Socio economic/class
- Gender
- Ethnic, cultural, racial
- Geography/rural and urban

Objectives

1-Participants will be able to identify seven core character competencies for effective cross cultural counseling

2-Participants will have experienced an innovative tool that teaches concepts of diversity and inclusion

3-Participants will be able to identify techniques and tools to increase proficiency in cross cultural counseling

Yankoloba

Innovation, Creativity,
Freshness

Yankoloba

Game, Tool, Process

Seven Character Competencies

- Respect
- Responsibility
- Accountability
- Trustworthiness

Seven Character Comp cont.

- Tolerance
- Commitment
- Inter-Dependence

Underlying Assumptions

- Cultural competence/Cross Cultural Proficiency, like addiction recovery, is a life long process of gaining insight and changing maladaptive thoughts and behaviors
- One's view of the world (how one provides services on clinical/administrative/support level) is profoundly shaped by family messages, core values, perceptions/misperceptions, character principles, and expectations

1 in 3 Americans will be African American, Hispanic, Asian American or bi-racial by 2005

Missouri/Kansas is becoming increasingly reflective of the rapidly changing culturally diverse population base nationally

Character Competencies

Tools, Skills, Resources

Twenty First Century Providers should have a fundamental level of competence- sense of character, knowledge base, exposure to diversity

Twenty First Century Providers have responsibility and accountability (ethical, moral, social) to gaining skill sets
No Client Left Behind

Twenty First Century Organizations,
from the top down have
responsibility, accountability, liability
to building an environment where
clients of different cultural/ethnic
backgrounds are effectively served

Training should be mandatory- User Friendly

Cross Cultural Proficiency is like New Years Resolutions, intuitively we know it's a good idea, but follow through and commitment to the process is another ball game.

Relationship Building Statements/Question

What did you enjoy about the
program?

What one strategy will you
apply ?

Your Personal Comments are Valued

Would you recommend using
the Yankoloba Program to
others? Yes _____ No _____