

**CULTURAL SENSITIVITY:**  
An essential quality for  
the 21<sup>st</sup> century leader

ND Out-of-School Time Summer Conference  
UBUNTU Consulting- *Laetitia Mizeo Hellerud*

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**Objectives**

- Reflect on our personal relation with other cultures
- Look at some foundational theories on culture
- Explore issues of inclusion and equity
- Challenge and explore our own ideas and practices

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**Overall goal**

Develop the ability to live and work with others who have different perspectives and different life experiences.

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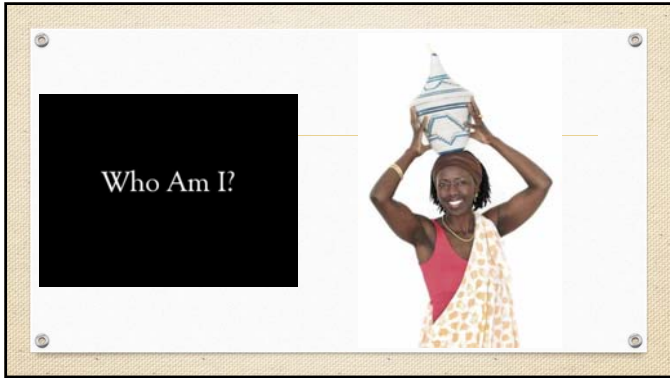
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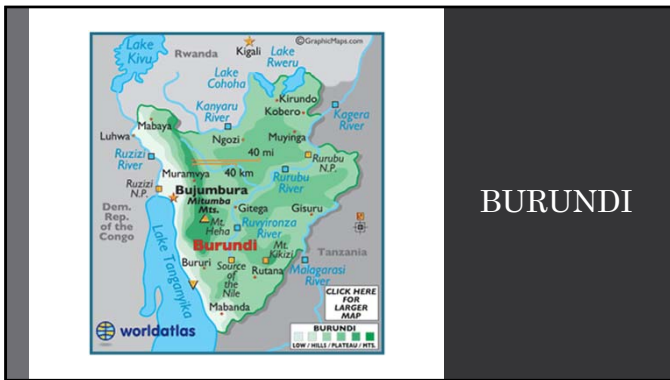
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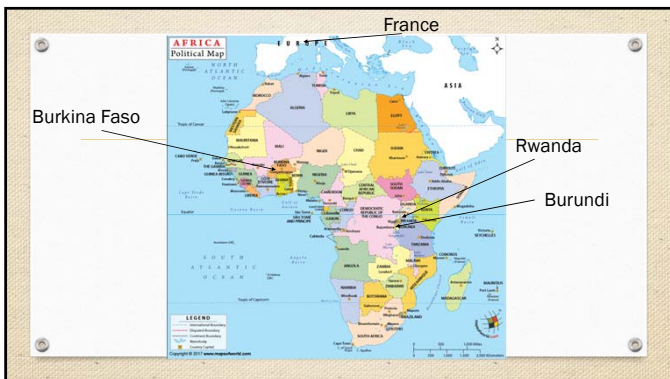
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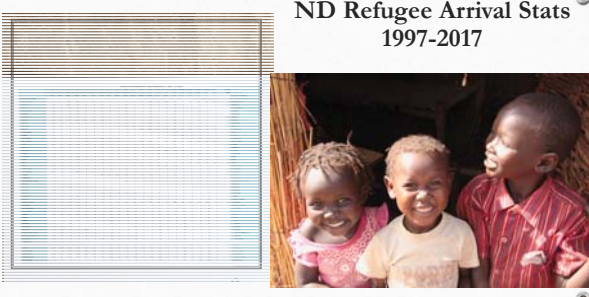
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**ND Refugee Arrival Stats  
1997-2017**



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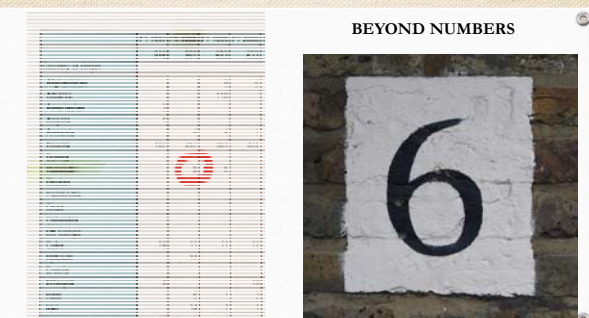
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**BEYOND NUMBERS**



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Definition: **Cultural Sensitivity**

**Cultural sensitivity** allows us to respond in a respectful and appropriate manner to different types of people in a way that recognizes and affirms their worth, regardless of their **cultural** background.

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**EVERYTHING THAT IRRITATES US ABOUT OTHERS CAN LEAD US TO AN UNDERSTANDING OF OURSELVES.**

**Self-Introspection**



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Who are YOU?

- What is your identity?
- What is your experience with other cultures?

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**Exploring Self Identity.....**  
 ....as a means to discover our biases.

- Read each lived experience.
- If you agree with statement, mark box.
- If you disagree, leave blank.
- Count the number of checked boxes.
- Record your score.
- Checklist tells you how much power you have in that particular social system.

*I don't know what you guys are complaining about...*

*If you want to make it through, JUST BE YOURSELF!*

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**Diversity Dimension**

- Gender
- Nationality
- Race/Ethnicity
- Age
- Family background
- Abilities/disabilities
- Religion
- Educational background
- Home/geographic "roots"
- Sexual orientation
- Socio-economic status
- Work experience



Adapted by Lacinia Hellerud from IDI publications

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**Unconscious Bias**

Bias that we are unaware of, and which happens outside of our control. It happens automatically and is triggered by our brain making quick judgments and assessments of people and situations, influenced by our background, cultural environment and personal experiences.

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**Culture: The ICEBERG ANALOGY**

In 1976, Edward T. Hall (an American anthropologist) developed the **iceberg analogy** of **culture**. Hall reasoned that if **culture** is an **iceberg**, there are some aspects which are visible and can be seen (above the water), and a larger aspect which is hidden beneath the surface (below the water).

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### Culture as an ICERBERG

**Visible Aspects (20%)**

- Race
- Gender
- Age
- Language

**Invisible Aspects (80%)**

- Religion
- Personality
- Sex
- Education
- Background
- Social class
- Values
- Social interaction
- Personality
- Health
- Culture

### VISIBLE & INVISIBLE PARTS OF CULTURE

**Visibles:**

- what people see, hear, touch, taste, smell
- explicitly learned
- conscious
- easily changed
- objective knowledge

**Invisibles:**

- what people believe, value, think, feel
- implicitly learned
- unconscious
- difficult to change
- subjective knowledge

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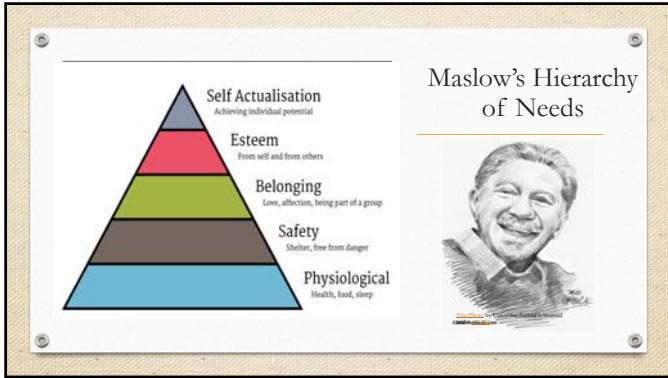
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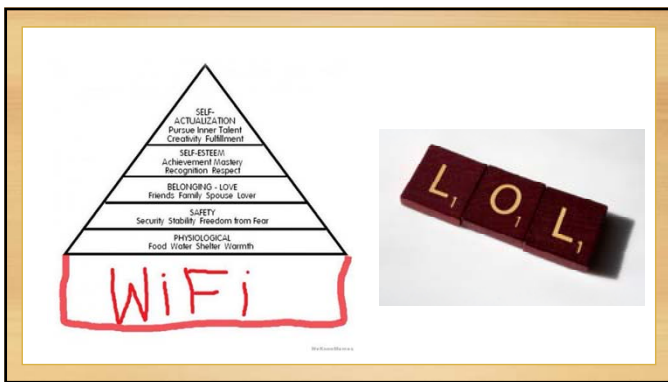
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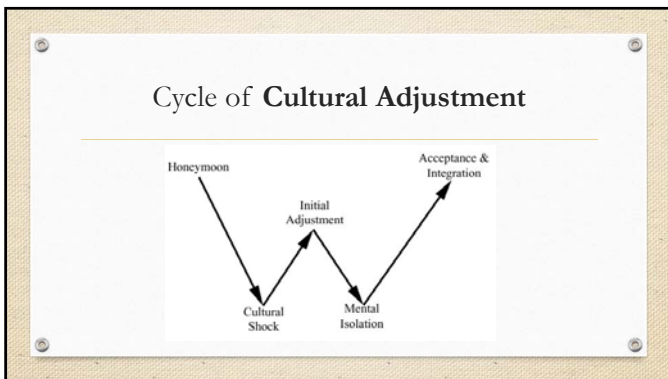
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What are Microaggressions?

Definition:

- Daily verbal, behavioral, or environmental indignities that communicate hostile, derogatory, or negative slights and insults towards people
- "Can occur by well-intended, moral, and decent [people]."

Pinck, 2010

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The 3 main types of microaggression

1 Microassaults	2 Microinsults	3 Microinvalidations
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Now what?



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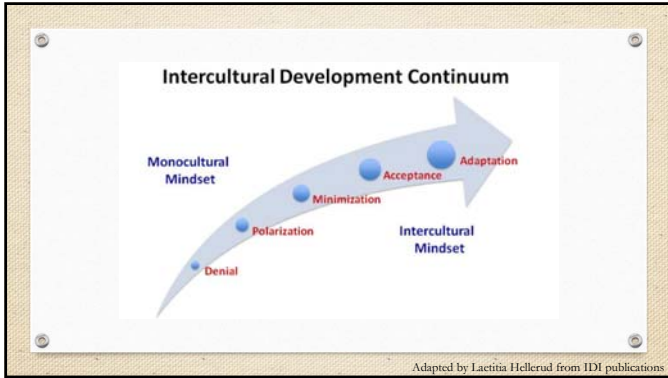
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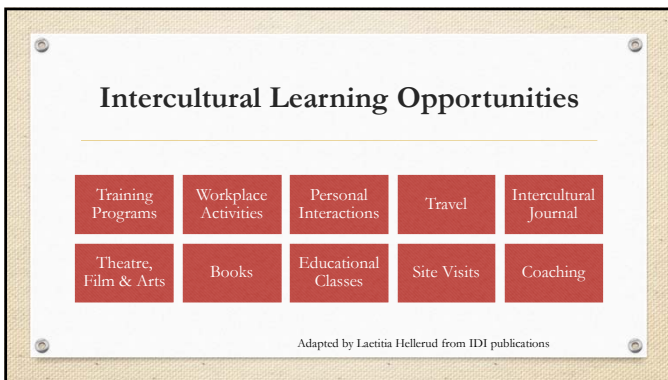
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**Fresh Perspective  
AHEAD**

it's 6!

it's 9!

**QUOTE**

*"The real voyage of discovery consists not in seeking new landscapes, but in having new eyes."*

**Marcel Proust**

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**Last Thought**

- "Discernment between the teachings that we have experienced over the years and how we implement them to reflect our true self is what differentiates a true leader and a thoughtless follower."

Being At Home in The World: Cross-Cultural Leadership Lessons to Guide Your Journey  
(Aloha Publishing)

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Questions

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**Connecting with me**

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