

# LEARNS

## Growing Culturally Welcoming and Validating Programs Session 2: Assessing the Climate and the Soil

LEARNS Webinar

Tuesday, September 23, 2008

11:00 a.m. Pacific (2:00 p.m. Eastern)

To connect to the audio portion of this Webinar:

1. Dial 1-866-330-1200 (toll free)
2. Enter the pass code 899-5060, then press the “#” key

Corporation for  
NATIONAL &  
COMMUNITY  
SERVICE 



# LEARNS

Hello from Seattle, WA and Portland, OR!



Ginlin Woo



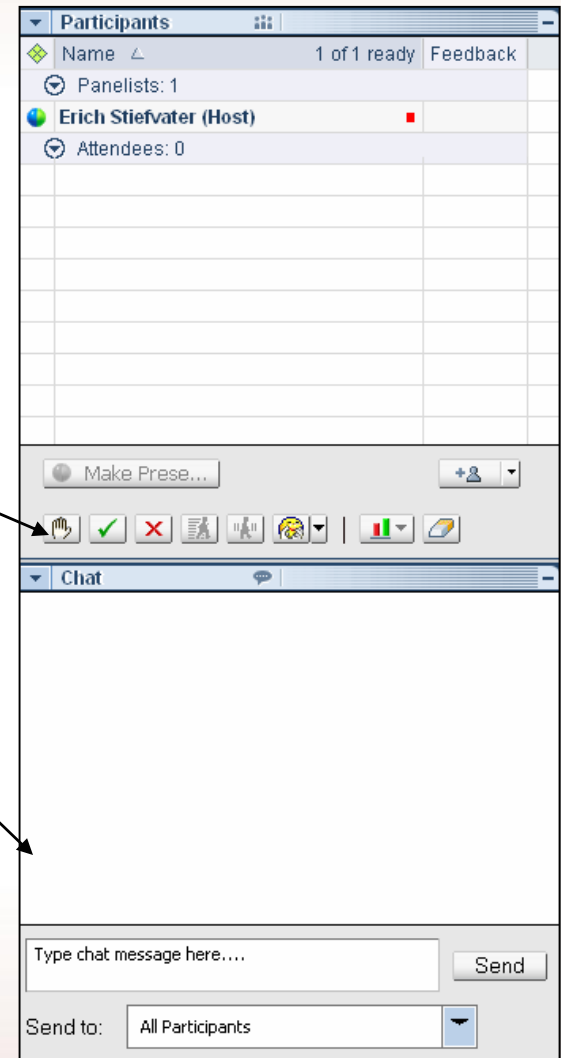
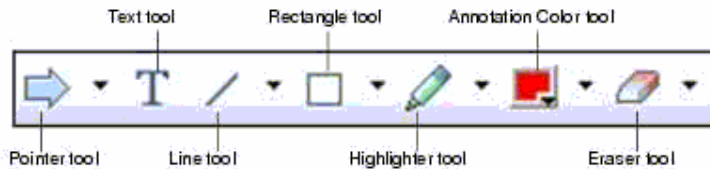
Erich Stiefvater

Corporation for  
NATIONAL &  
COMMUNITY  
SERVICE 

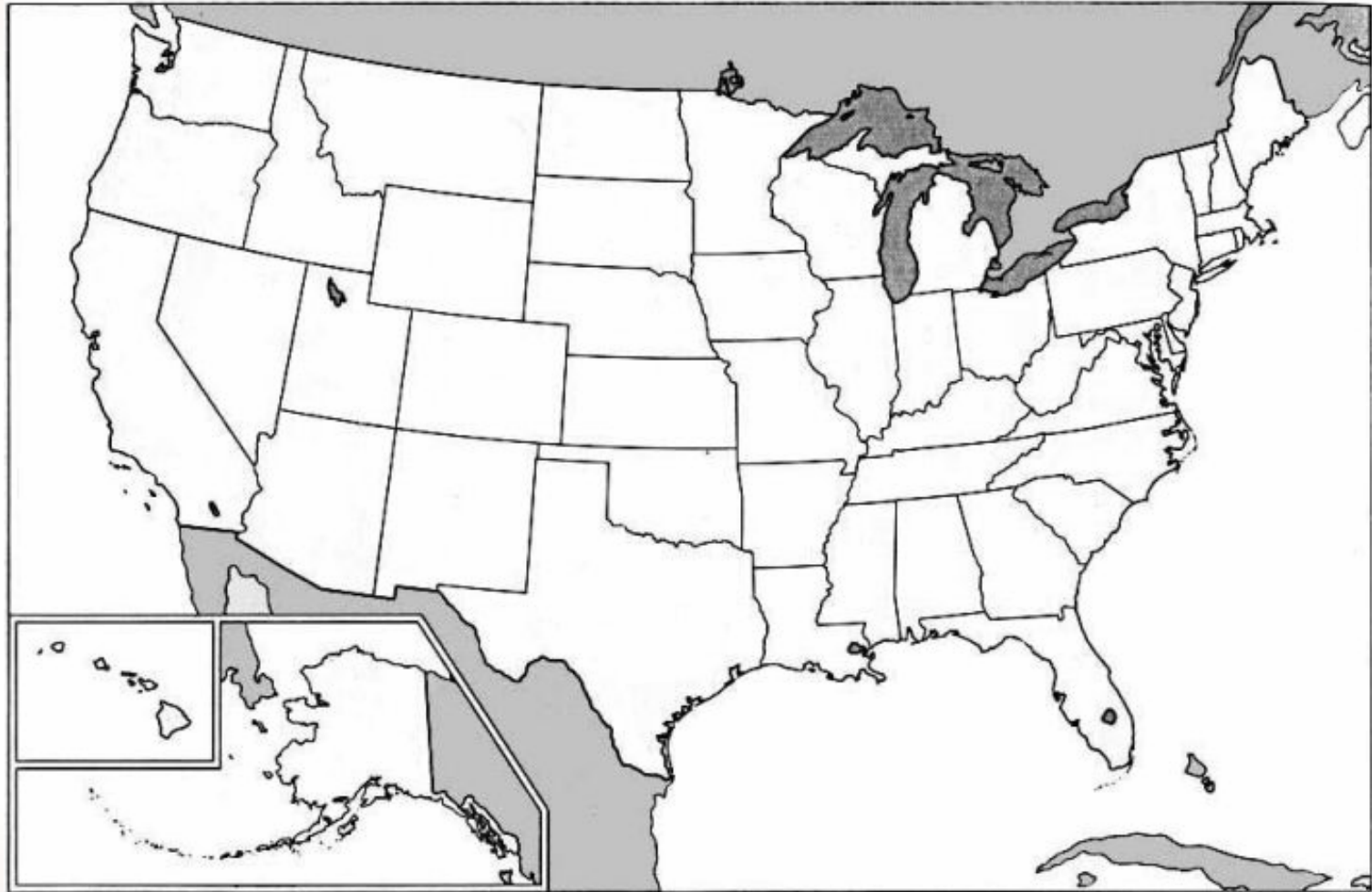


# Housekeeping

- Phones will be muted
- Ask questions by:
  - “Raising hand”
  - Sending chat to host
- Annotation tools



# Let's Practice!



# Series Roadmap

- Session 1 (September 10): Laying the Foundation
- Session 2 (Today): Assessing the Climate and Soil
- Session 3 (September 30): Working with Staff and Volunteers

# Today's Goals

- Understand the importance of gathering accurate information and feedback
- Learn how to facilitate an organizational cultural audit
- Review self-assessment instruments for facilitating cultural awareness in programs
- Others?

# Agenda



My Lens, My Perception



Profiling Your Community



Assessing the Culture and Climate

# My Lens, My Perception



# Feedback is Essential

- Inclusion requires inclusive processes; feedback must be obtained
- Our lens is only our lens
- Need to engage culturally diverse teams, especially members of the community you wish to welcome
- Programs can be welcoming but not validating



# Profiling Your Community



# Identifying Cultures

- Understand the various cultures in your community by profiling:
  - Group A: Cultural groups that are a priority to learn about because they are represented in your program.
  - Group B = Cultural groups in the community that are also a priority to learn but may not be as closely linked with your program.



# Profiling Activity

Group A	Group B



# Assessing the Culture and Climate



# Understanding Current Practices

- Organizational self-assessments critical to identifying problem areas and opportunities
- Tools include
  - Cultural audits
  - Awareness surveys



# Cultural Audits

- Example: Sample Observation Worksheet

*Activity: Picture yourself in a public library. Think about the things you might see, hear, and experience, and then answer the questions that will appear momentarily on a whiteboard.*



# Awareness Surveys

- Examples:
  - Personal Reflection
    - American Speech-Language-Hearing Association
  - Cultural Competency Assessment Tool
    - Vancouver, BC Ministry of Children and Families



Questions/comments?

# Selected Resources

## **LEARNS**

(800) 361-7890

<http://nationalserviceresources.org/learns/learns>

## **National Service Inclusion Project**

<http://www.serviceandinclusion.org/>

## **Resource Center**

<http://nationalserviceresources.org>

## **American Speech-Language-Hearing Association**

[www.asha.org](http://www.asha.org)

## **Teaching Tolerance**

[www.tolerance.org](http://www.tolerance.org)

## **National Center for Cultural Competence at Georgetown University**

[www11.georgetown.edu/research/gucchd/nccc](http://www11.georgetown.edu/research/gucchd/nccc)

# Contact Us

LEARNS

(800) 361-7890

[learns@nwrel.org](mailto:learns@nwrel.org)