



NATIONAL ASSOCIATION OF
Community Health Centers®

HEALTH CENTER PROFESSIONAL DEVELOPMENT PROGRAM

CHW PROFESSIONAL SKILLS
TRAINING (101), POWERED BY



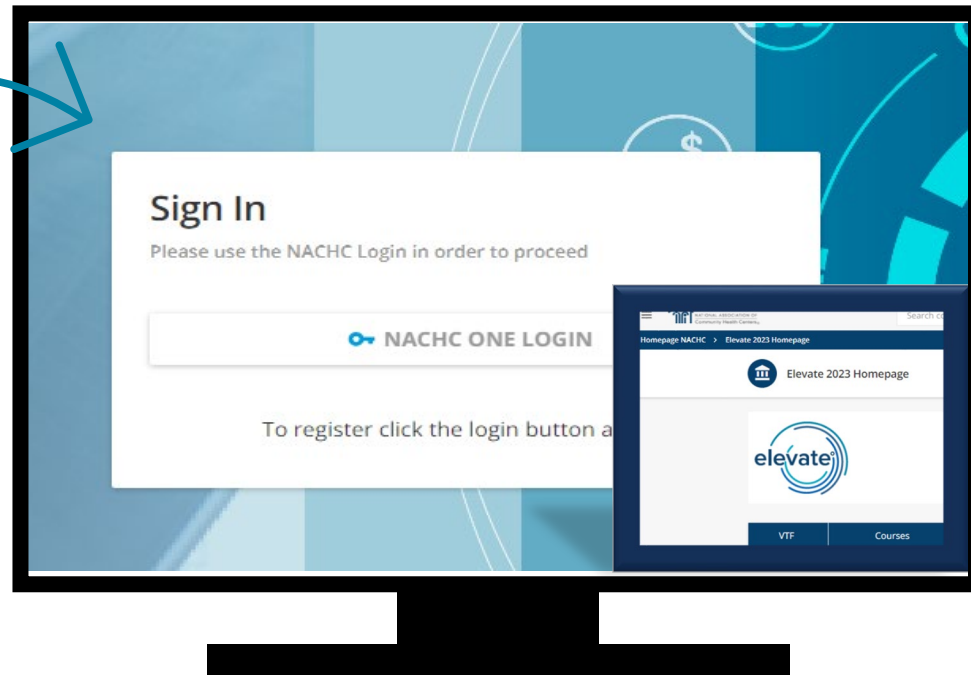
LIVE LEARNING SESSION 2/ DEVELOPING CULTURAL HUMILITY
OCTOBER 31, 2023
11 AM ET





NACHC's Online Learning Hub

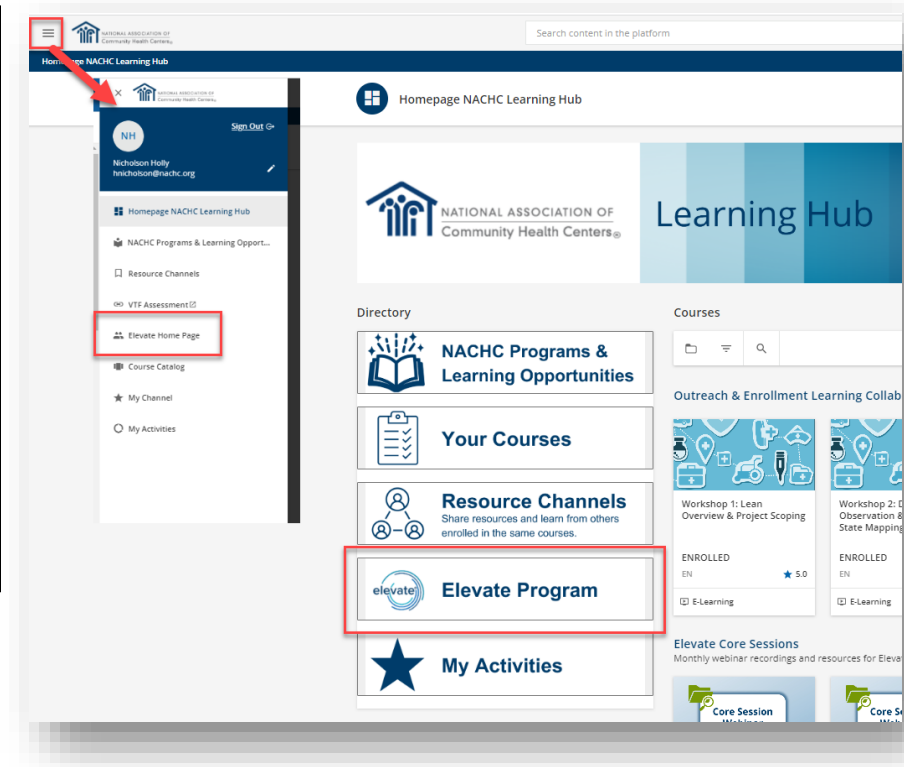
Session will be recorded and available in the Learning Hub



*If you already have a 'NACHC One' login
(the login used for NACHC conferences),
use this to sign in.*

*If you do not yet have a 'NACHC One'
login, **register for free!***

Access NACHC's Learning Hub at
<https://nachc.docebosaaS.com/learn/signin>



CHW PROFESSIONAL SKILLS Live, Virtual Session

(Developing Cultural Humility)

Presented by Iowa Chronic Care Consortium



Developing Cultural Humility

Katie Ebinger, MSW, MPH



ZOOM FEATURES

- Turn on your cameras.
- Have a question or comment? You can...
 - Unmute yourself.
 - Use the chat.
- Technical issues? Private message our tech support using the chat.



WHAT WE'LL COVER

- Exploring Cultural and Social Identities
- Understanding Power, Privilege, and Oppression
- Identifying and Reflecting on Implicit Biases
- Eliciting Clients' Health Beliefs
- Developing a Continued Learning Plan

Cultural Humility Learning Plan

Name:	Date:
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Complete these questions ahead of attending the live/virtual class on Cultural Humility:

1. In which areas do I feel confident about with regards to practicing with cultural humility? (choose all that apply)

- Awareness of my own culture/cultural identity
- Awareness of my own power and privilege
- Continuous self-reflection
- My attitude towards cultural differences
- My knowledge of different cultures (and awareness of where I lack knowledge)
- Continuous learning and curiosity of other cultures
- My ability or comfort in eliciting health beliefs
- Cross-cultural communication skills
- Transference of power
- Other (list here):

Why?

2. Using the same list above, what are 2 gaps or challenges that with cultural humility? Why?

3. What do I currently know about the areas in which I hold bias gender identities, sexual orientations, people of different ability sizes, etc.)

4. In what ways might these biases show up in my personal and

Take at least 1 (ideally more than one) Implicit Association Test!

5. List the IATs that you choose to take and the results:

- a.
- b.

Cultural Humility Participant Guide

Live Learning Session 2: Developing Cultural Humility

LEARNING OBJECTIVES:



- Build self-awareness necessary to practice with cultural humility understanding how it relates to power, privilege, and bias.
- Explore ability to elicit and respond to client health beliefs in a culturally responsive manner.
- Develop a learning plan to continue to strengthen the ability to effectively practice cultural humility as a Community Health Worker

Session Pre-Work



- After completing the online module on cultural humility, reflect on questions 1-4 in your Cultural Humility Continued Learning Plan.
- Take at least 1 Implicit Association Test at [Project Implicit](#). Reflect on (and be prepared to discuss in small groups) questions 5-6 in your Cultural Humility Learning Plan.

Establish a Common Language

Culture



A system of shared norms, knowledge, beliefs, traditions, & values among members of a particular group. Culture influences our behaviors, interactions, & the lens through which we see the world.

Cultural and Social Identity



Cultural & social identity are often used interchangeably but refer to **one's sense of who we are** based on our membership or sense of belonging to **particular** (socially constructed) groups. They are both **internally constructed & externally applied**, impacting how we view & interact with the & how the world views & interacts with us.

Cultural Humility



Lifelong process of learning & self-reflection whereby you not only learn about other's cultures but examine your own beliefs & identities as well. It requires an acceptance that you will not know everything about another's culture & ongoing reflection on one's own culture & how that impacts how you interact with the world.

Power



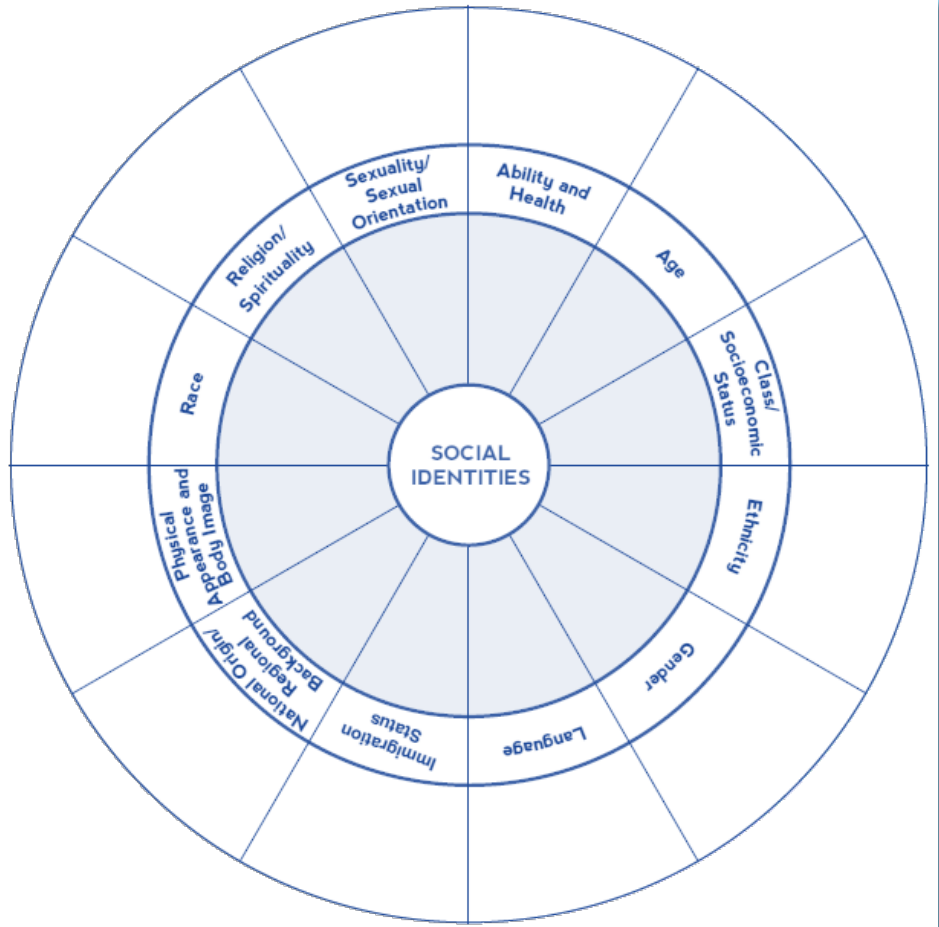
The ability to do something or act in a particular way & to direct or influence the behaviors of others or the course of events. Power is **not distributed equally in society** – some people & groups hold greater power than others.

CULTURAL HUMILITY

- What is it?
- Why humility and not competency?



BUILDING SELF-AWARENESS



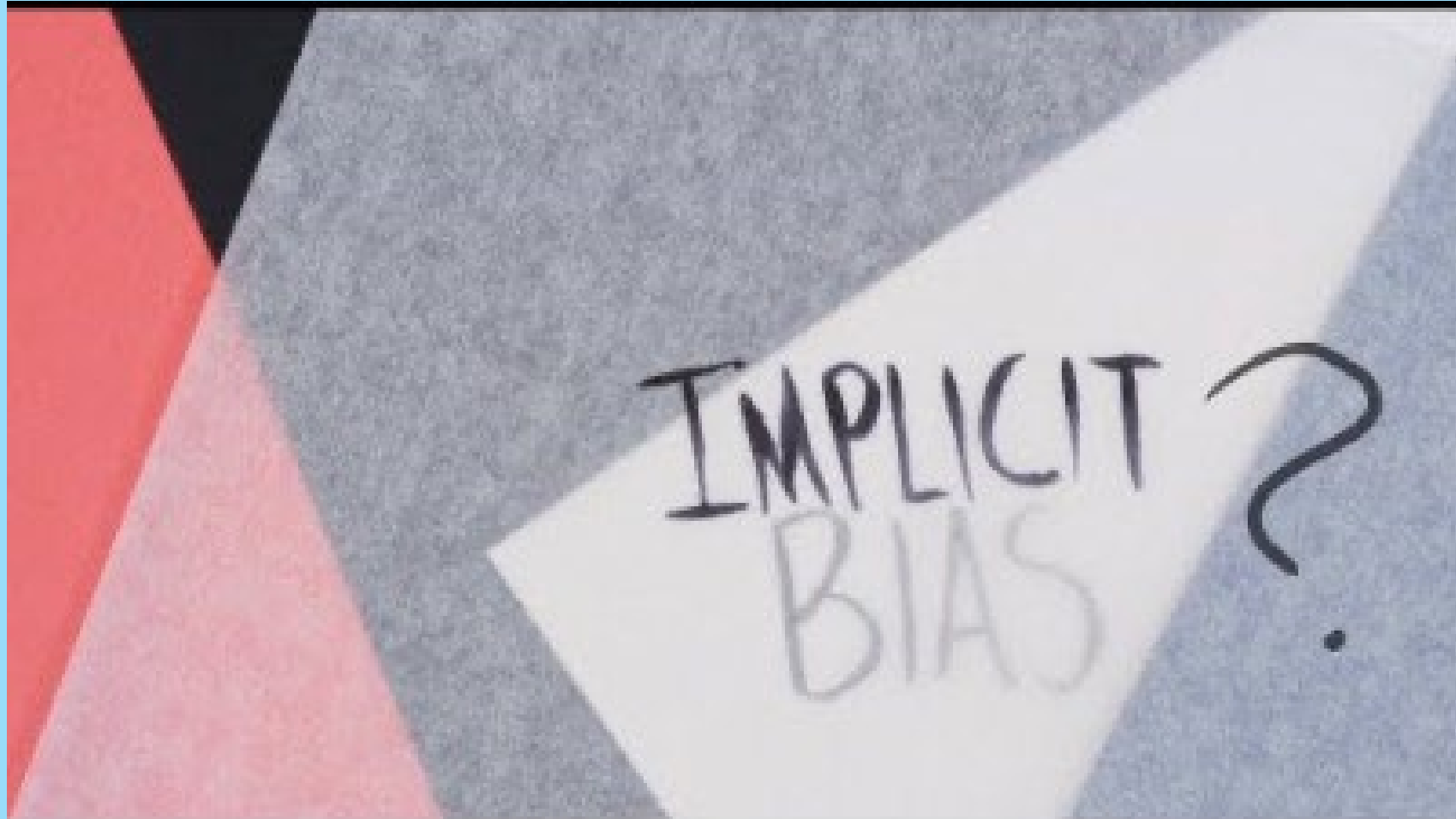
Why is it important to understand your identities as CHWs?

POWER, PRIVILEGE, & OPPRESSION

- Power and social identity
- Important in your role as a Community Health Worker



IMPLICIT BIAS



IMPLICIT BIAS

Why is it important to understand your own biases as CHWs?

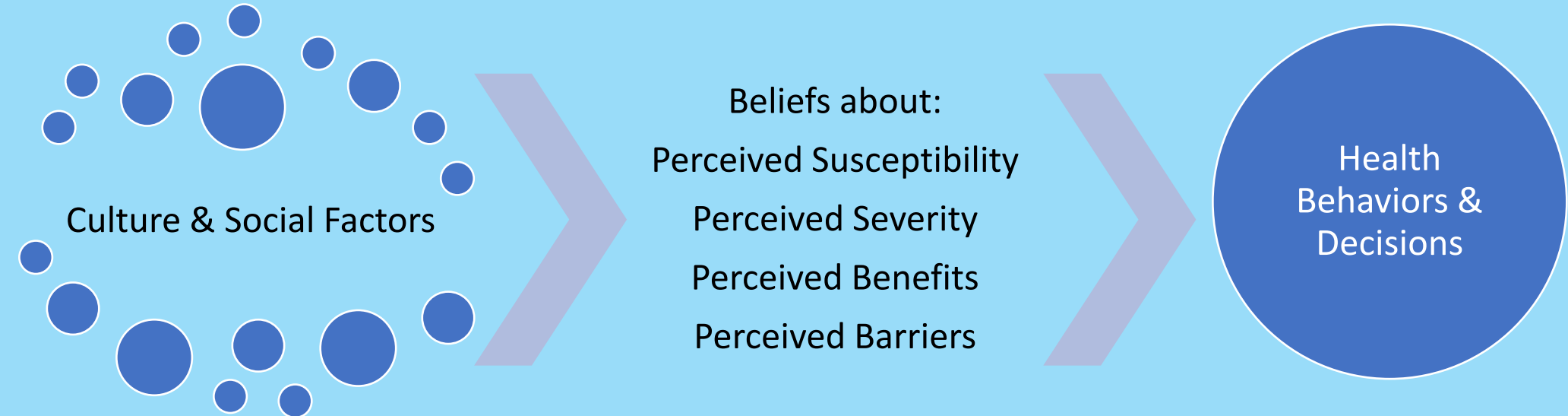
SMALL BREAKOUT GROUPS

RELATES TO LEARNING PLAN QUESTIONS 5-7:

- *How did it feel taking the IAT and getting your results? Are you surprised by the results?*
- *How might knowing your implicit association test results affect your future actions and decisions both in your role as a CHW and other aspects of your life?*



CULTURE, SOCIAL IDENTITY, AND HEALTH BELIEFS



- Race
- Class/SES
- Political Views
- Exposure to messages from parents, news, etc.

- I can avoid getting it
- It's a serious illness that should be avoided
- The benefits to masking & vaccines outweigh the costs
- Healthcare professionals are trusted experts

- Avoid crowds & work from home
- Wear masks, get vaccinated
- Quickly go to healthcare professionals for treatment when sick

KLEINMAN'S EXPLANATORY MODEL

What do you call your problem?
What name do you give it?

What do you think has caused it?

Why did it start when it did?

What does your sickness do to your body? How does it work inside you?

How severe is it?
Will it get better soon or take longer?

What do you fear most about your sickness?

What are the chief problems your sickness has caused for you (personally, family, work, etc.)?

What kind of treatment do you think you should receive? What are the most important results you hope to receive from the treatment?

PAIR ROLE PLAY

- In pairs, practice using Kleinman's Explanatory Model to elicit another person's health beliefs, learning about what is important to them in their health.
- Roles: A Client and a Community Health Worker
 - 5 minutes per role, then you will switch.
 - **Client can use personal story or make something up



LARGE GROUP REFLECTION

- **How did it feel to be the CHW? Did you use any of the questions from Kleinman's Explanatory Model?**
- **How did it feel to be the Client? Was there anything the CHW did or asked that helped you talk about what was important to you in your health?**

LEARNING PLANS

- Why do a learning plan?

Cultural Humility Learning Plan

Name:	Date:
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Complete these questions ahead of attending the live/virtual class on Cultural Humility:

1. In which areas do I feel confident about with regards to practicing with cultural humility? (choose all that apply)

- Awareness of my own culture/cultural identity
- Awareness of my own power and privilege
- Continuous self-reflection
- My attitude towards cultural differences
- My knowledge of different cultures (and awareness of where I lack knowledge)
- Continuous learning and curiosity of other cultures
- My ability or comfort in eliciting health beliefs
- Cross-cultural communication skills
- Transference of power
- Other (list here):

Why?

2. Using the same list above, what are 2 gaps or challenges that I experience in practicing with cultural humility? Why?
3. What do I currently know about the areas in which I hold bias? (e.g., racial/ethnic groups, gender identities, sexual orientations, people of different abilities, socioeconomic classes, body sizes, etc.)

4. In what ways might these biases show up in my personal and professional life?

Take at least 1 (ideally more than one) Implicit Association Test here: [Project Implicit](#)

5. List the IATs that you choose to take and the results:
 - a.
 - b.

LARGE GROUP DISCUSSION

In preparing to answer question 8 of your Learning Plan, discuss the following:

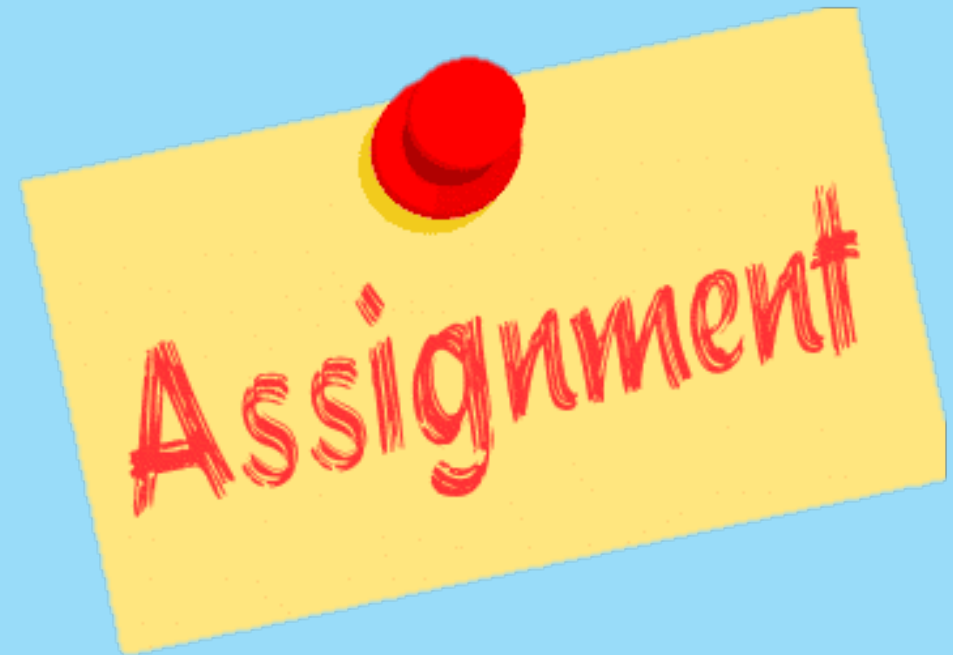
- *What actions have you engaged in to help them continue to reflect and learn.*
- *What action(s) do you feel you could engage in that would help you continue to reflect and learn?*

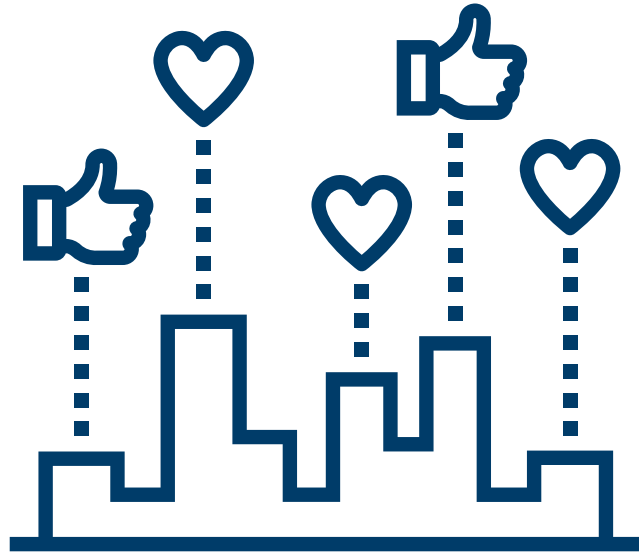
Complete this section of the Learning Plan once you have attended the live/virtual class on Cultural Humility:

8. From this list, (or write-in your own), identify at least 3 actions you plan to take over the next 3 to 6 months to strengthen your capacity to work across cultural and social differences.
- Read one book or article on the practice of Cultural Humility
 - Meet with and discuss cultural norms with someone from a different culture than yourself.
 - Attend a lecture or presentation or watch an instructional video/podcast on a topic that you listed as a gap in question #2.
 - Participate in additional trainings or workshops related to Cultural Humility, Diversity and Inclusiveness, Reducing Discrimination and Bias, or other topics discussed in the module.
 - Participate in a local cross-cultural community event.
 - Volunteer with a local community-based organization that promotes or organizes cross-cultural work in my community.
 - Join or support the work of a local community-based organization that advocates or organizes for the cultural diversity or equity concerns of a group that is marginalized or discriminated against in my community.
 - Other activities (list here):

ASSIGNMENT

- Complete your Cultural Humility Learning Plan.
- Submit by Friday, November 10th
- You will be graded on your completion, and this is a requirement for the training.





Provide Us Feedback



Contact Us!

The NACHC Quality Center team is here to help!

Questions on how to access online content? VTF Assessment?

Contact QualityCenter@NACHC.org

Thank You!

