

**Administration on Development Disabilities  
Technical Assistance Institute – Presentation Summary  
Cultural Competency – Serving Unserved and Underserved Populations  
Thursday, August 10, 2006, 12:00 p.m.**

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**Summary**

We are all different. When we speak of cultural competency, we are talking about how we can interact and work with different people and how to do it in a way that’s inviting and effective.

**Culture** involves shared ways people understand and interpret their world. Therefore, people go about solving problems and interacting with others in a cultural context.

Every group that we are in will have its own culture.

Behavior and attitudes are rooted in culture, which defines what is “normal”.

That’s why people are different, but we are also a lot alike.

Cultural competency is about being able to respond to each other.

Naomi Ortiz from Kids As Self Advocates (KASA) discussed the Medical Model of Cultural Competency versus the Social Model. This document can be found at:

[http://www.fvkasa.org/culture\\_models.asp](http://www.fvkasa.org/culture_models.asp)

**The Medical Model vs. The Social Model**

We learn disability culture by showing each other.

There are four techniques for cultural competency, especially when working with people who are different from us, in some way.

**Technique 1: Respect Through Listening & Building Empathy**

Seek first to understand before trying to be understood. (Stephen Covey)

Be giving about sharing your own needs and strategies.

**Technique 2: Ask, Don’t Assume**

Ask Others About Their Needs and Wants, Don’t Assume! Take a risk!

**Sample Questions to ask others about their needs and expectations:**

What would you like from this experience?

Are there skills and talents you would like to offer?

What do you need to be successful or useful?

How can we support you in this effort?

What would make you feel at home and part of the group?

**Technique 3: Use Facilitation & Leadership to Promote Humanness**

Use your leadership to facilitate conversations with others as a way for others to Just Be Human!

By being the wonderful, confident human being that you are, you give others an example of what it means to just be human and real.

This is important because we all have things about us that we like; and we all have things about us that we are not so proud of. We are all confident about some things and not about others...and it should be OKAY!

So, just keep being you and support others to be themselves.

**Supporting others means:**

Helping others communicate what they need or would like in order to feel supported in the working environment.

Creating a culturally friendly and supportive environment.

Being appropriately curious about differences, instead of critical.

**Technique 4: Force Field Analysis**

What Things Are (or Would Be) Useful & Helpful

What Things Are Not (or Would Not Be) Useful or Helpful

**RESOURCES**

**Kids As Self Advocates (KASA)**

Medical Model vs. Social Model - [http://www.fvkasa.org/culture\\_models.asp](http://www.fvkasa.org/culture_models.asp)

**This entire presentation and supplemental handout materials can be found at the following link:**

[http://www.ent-s-t.com/ADD\\_0806/08-10-06%20-%20011%20-%204%20Cultural%20-%20L\\_Hobbs.pdf](http://www.ent-s-t.com/ADD_0806/08-10-06%20-%20011%20-%204%20Cultural%20-%20L_Hobbs.pdf)