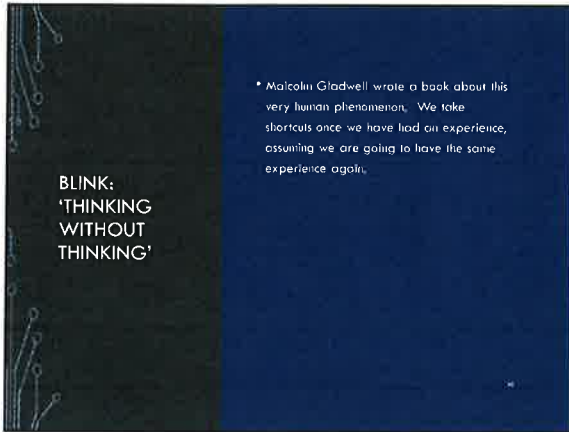


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BLINK:
'THINKING
WITHOUT
THINKING'

- Malcolm Gladwell wrote a book about this very human phenomenon. We take shortcuts once we have had an experience, assuming we are going to have the same experience again.



Managing the
need for control

We are all in the same boat.
— we are not in competing boats.



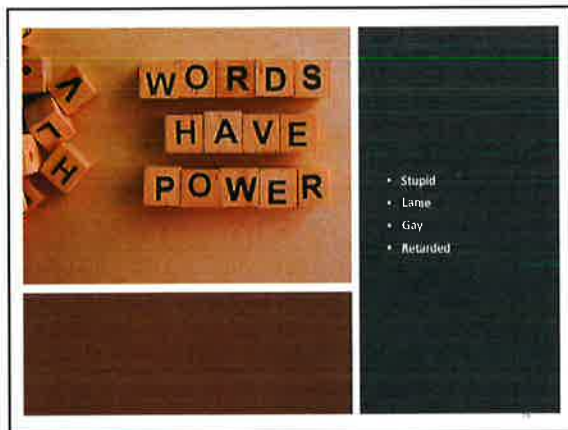
Resources

- Improving Cultural Competence: National Institute of Corrections NIC website
- Building Community Trust: Improving Cross-Cultural Communication in the Criminal Justice System: National Institute of Corrections NIC website
- Understanding The World's Cultures: by Craig Storti
- The New Jim Crow: Mass Incarceration in the Age of Colorblindness by Michelle Alexander
- The Cultural Awareness Journal: For Those New to Cultural Awareness and Those Already on the Journey. by Dr. Angela Jackson

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Learning Objective 4:

- **To interact effectively with a diverse workforce and clientele.**

Culture May Influence...
The community and corrections

The diagram features two large green arrows pointing towards each other. The left arrow contains the text: "Community (offenders, public, etc.): attitude, communication, challenges". The right arrow contains the text: "Corrections Personnel: attitude, communication, challenges".

PEOPLE
FIRST
LANGUAGE

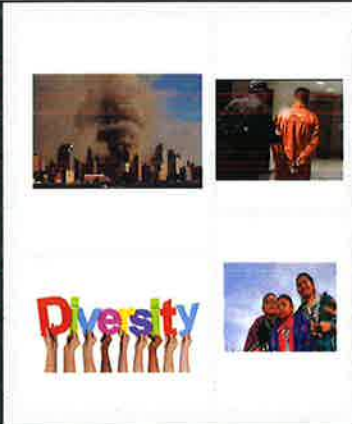
People are more than their culture, ethnicity, disability or sexual orientation.


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Layers of Racism

- Race as a social construction: Race is a socially constructed category that society invents, manipulates, or retires when convenient.
- Differential radicalization: Groups are radicalized in different ways, at different times, to benefit the majority group.





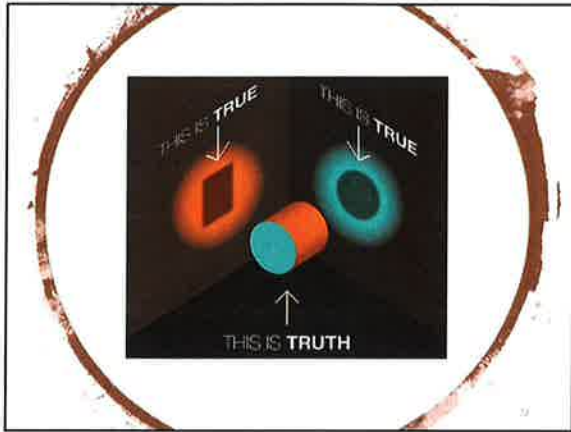
STEREOTYPES

WHAT IS NOT CULTURAL COMPETENCY

- Something you can learn in a class
- Something someone can teach you
- A checklist of dos & don'ts

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- Prejudice is judging someone or a group of people before knowing them
- Discrimination is acting on bias and prejudice to include or exclude them
- ISMs – racism, sexism,...
- ISMs cause PTSD (Williamis, 2013)

How will you do it?

- Roleplay exercise where you have a client/subordinate/customer who has a different idea about what an appointment time really means

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Learning Objective 3:

- **To identify unconscious perceptions that may affect interaction with diverse communities.**


Micro-aggressions

- "The brief and common place daily verbal, behavioral, and environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative racial, gender, sexual orientation, and religious slights and insults to the target person or group" (as cited in Sue et al., 2010, p. 207).
- [Video](#)



Consciously

Unconsciously




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WHY IS INCLUSION AND EQUITY IMPORTANT

- Group think vs diversity of opinion or inclusive decision making – which would be better?
- We live in a global society – therefore we need to be culturally competent



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WHY IS CULTURAL COMPETENCY IMPORTANT IN CORRECTIONS?

- Our communities are becoming more diverse (Coelho & Nguyen 2012)
- Perception affects decision making (Sabin, Nosek, Greenwald & Rivara 2009).
- Muscle memory.

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Exercise!

- Find someone who seems as if they are similar to you and talk to them to find 3 things that you do not have in common
- Find someone who seems as if they are very different from you and talk to them to find 3 things that you have in common

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Concept of Time

- Monochronic
- Polychronic




Locus of Control

IF ANYTHING BAD HAPPENS,
IT'S NOT MY FAULT. IT'S FATE.



Elements of Identity




My Culture

1. Individual	Individualism	Collectivism
2. Masculinity	Masculinity	Femininity
3. Uncertainty Avoidance	Low	High
4. Power Distance	Low	High
5. Individualism	Individualism	Collectivism
6. Masculinity	Masculinity	Femininity
7. Uncertainty Avoidance	Low	High
8. Power Distance	Low	High
9. Individualism	Individualism	Collectivism
10. Masculinity	Masculinity	Femininity
11. Uncertainty Avoidance	Low	High
12. Power Distance	Low	High

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- You meet the CEO of a new large company in your city
- You are invited and go to a wedding of a friend
- Your regular clinic sends you the information about your new physician

Concept of Self

- Individualist
- Collectivist





Responsibility and Logic

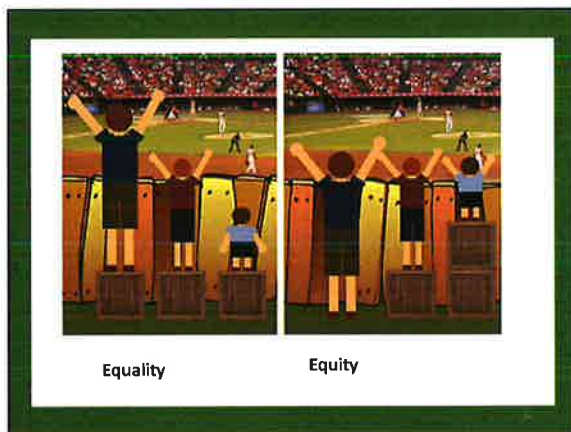
- Universalist
- Particularist

(Hofstede 1980)

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WSU Culture



- Highest relevance those with practical experience
- Learning curve is understood
- Student centered



Corrections Department Culture – fill in the blanks

Learning Objective 2:

- **To recognize the importance of cultural competency and humility in Corrections.**

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Learning Objective 1:

- **To understand what culture and/or social location is and be able to communicate your own.**




Culture! What is it?

Profession, family, ethnicity, sexual orientation, religion, language of preference, experiences, gender, marital status, age, immigration status, disability, socio-economic status, rural/urban background and more!

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Cultural Competence in Corrections

DELORES CRAIG-MORELAND, PhD,
THERESE QUINN, Emergency Management Specialist
JENNISE JENKINS, WSU School of Criminal Justice

Learning Objectives:

- To understand what culture and/or social location is and be able to communicate your own.
- To recognize the importance of cultural competency and humility in corrections.
- To identify unconscious perceptions that may affect interaction with diverse communities.
- To interact effectively with a diverse workforce/ clientele.



Think about it...

- Culture!
- Differences!
- Unconscious Perception!
- Ethnocentrism vs Cultural Humility!
- Communication!
- Institutionalize it!
- Repeat...
