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Define Culturally- Informed and Competent Helping & Cultural Humility

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**SAISIA PNT SWIS COORDINATION
Cultural Training Professional
Development Series
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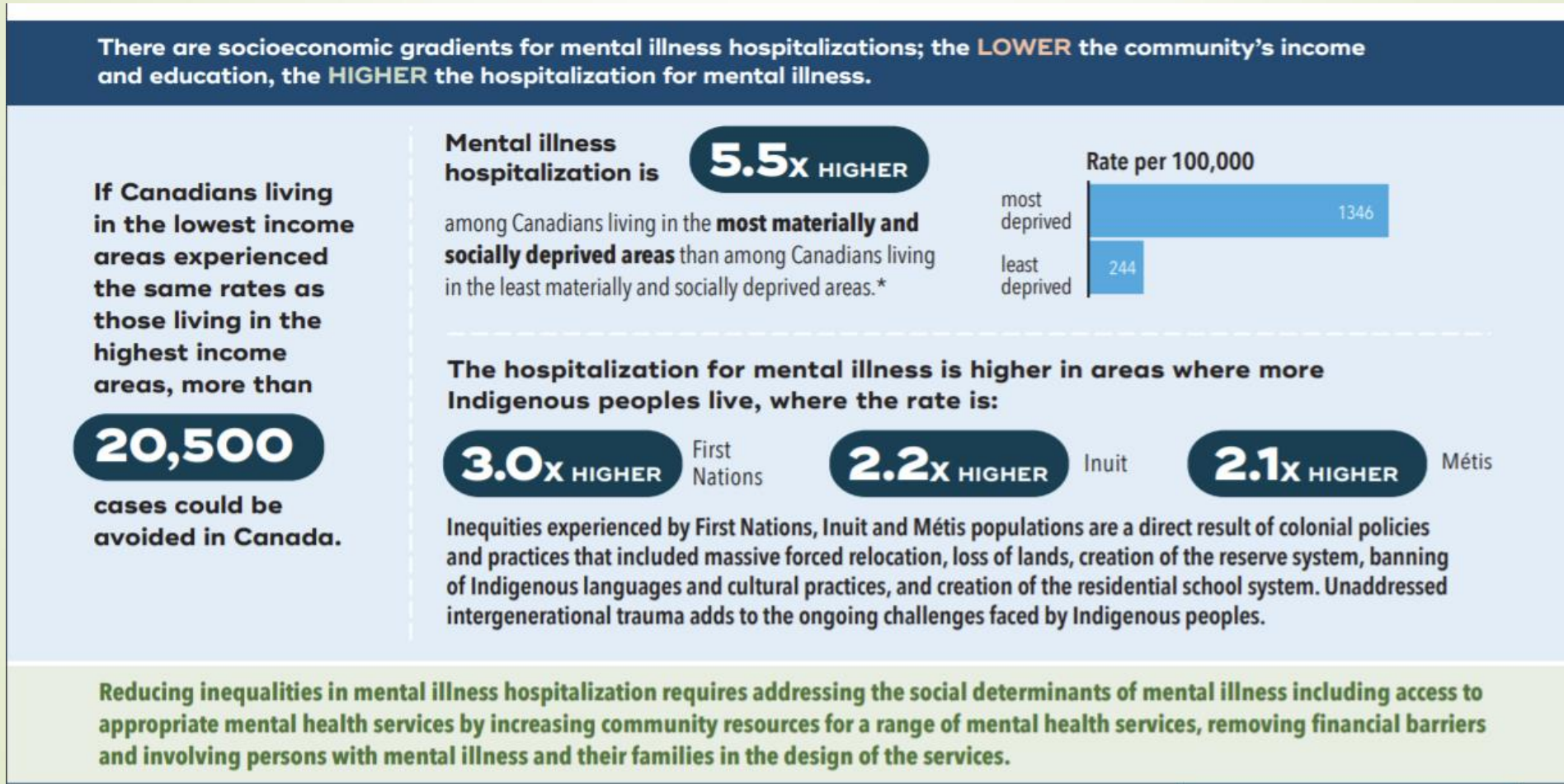
Land Acknowledgment: The University of Windsor sits on the traditional territory of the Three Fires Confederacy of First Nations, which includes the Ojibwa, the Odawa, and the Potawatomi. We respect the longstanding relationships with First Nations people in this place in the 100-mile Windsor-Essex peninsula and the straits – les détroits – of Detroit.



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State of the Issue/Problem

Evidence of Mental Health Inequity: BIPOC's Experiences in the Canadian Context



Source: Government of Canada (2019). Health Inequalities in Mental Illness Hospitalization in Canada.

https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/science-research-data/7.Mental%20illness-EN_final.pdf

Evidence of Mental Health Inequity: BIPOC's Experiences in the Canadian Context



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2018 the Canadian Psychiatric Association survey: 79% of its members reported discrimination towards a patient & 53% observed other medical professionals discriminate against a patient from psychiatry (cited in CMHA, 2018).

2020 Recent Study of Syrian Refugees: Satisfaction with Health was the single most important social determinant of mental & physical health of recent refugees (Kuo et al. 2020), with significant unmet needs (Tuck et al., 2019)



In short, health and service access inequity and disparity clearly exist – some benefited more than others who are historically disadvantaged (Racialized & marginalized communities).

Changes are needed at:

- ***Individual-Level*** as Helpers, Professionals & Practitioners
- ***Systemic-Sociopolitical Level*** in the Structural, Organizational, Governmental, & Societal Domains from a Historical Perspective



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***How might culturally informed/competent,
& social justice-oriented understanding
improve my relationship & helping
capacity with others (e.g., clients, colleagues,
family, etc.) ?***



The Honourable Justice **Murray Sinclair**,
Chair of the Truth and Reconciliation
Commission.

***“Education got us into this mess and
education will get us out of it.”***

Education is to a key solution to healing, reconciliation, & social and racial justice! - **The purpose of this Professional Development Series.**



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Operationalizing Culture, Diversity, & Social/Racial Justice Perspectives



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Similar terminologies you might have heard

Cultural Safety

Culturally-informed/culturally-sensitive approaches

Cultural Competence

Multicultural Counselling Competence

Cultural Humility

Dispelling the Myth: What Cultural Competence Is and Isn't!

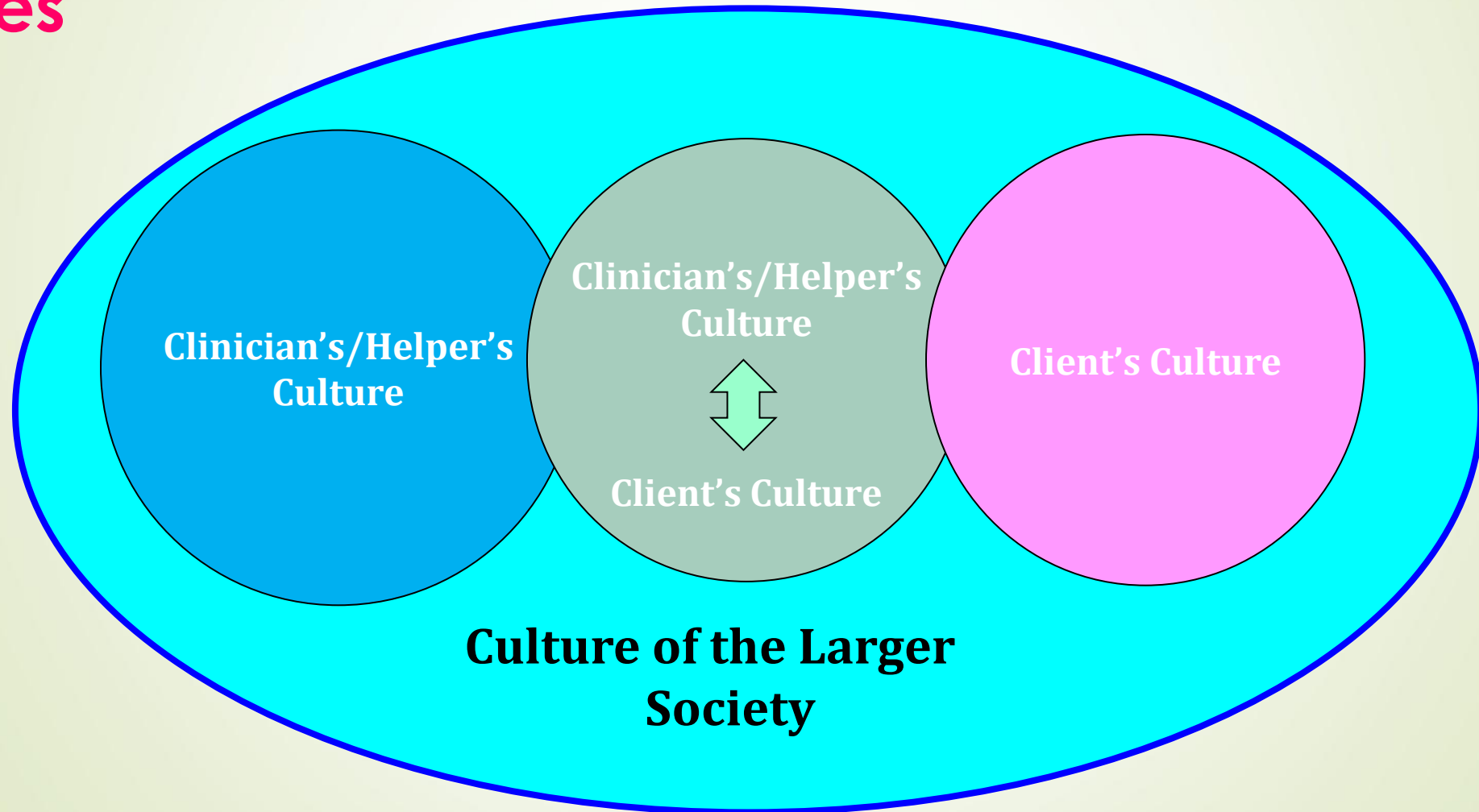
- It's **not** a set of 'skills' or 'techniques' to be used.
- It's **not** a collection of 'information' to be had (i.e., dos & don'ts).
- .
- **It is a Way of Thinking** – a **value**, a **worldview**, and a **perspective** of viewing & understanding others & oneself
- **It is a Way of Being** – exercising an **attitude** that is coupled with **action** [as in '**Cultural Humility**' - Mosher et al. (2017)]



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That is, to develop an ear and an eye (a third ear/eye) for recognizing cultural & diversity themes, influences, & factors on the clients, the therapist themselves, & the client-therapist relationship.

A Schematic Conceptualization of Client-Therapist Interactions: **A Multi-layered Influences of Cultural Forces**





Define Culture:

*“A unique meaning and information system, shared by a group and transmitted across generations, that allows the group to **meet basic needs of survival, pursue happiness and well-being, and derive meaning from life.**”*

(Matsumoto & Juang, 2007 – Culture & Psychology)

Two Perspectives on Culture

- **Cultural View: Etic** (Cultural Universalism) vs. **Emic** (Cultural Relativism) – issues of cultural similarities & differences
- **Identity-Diversity View: The ‘ADDRESSING’ Framework** (by Pamela A. Hays, 1996)

Age & Generation Influences

Disability

Religion

Ethnicity

Social Status

Sexual Orientation

Indigenous Heritage

National Origin

Gender

+ **more**.....

Everyone is like everyone else.

(Shared Humanity)

Everyone is like someone else.

(Group Identity)

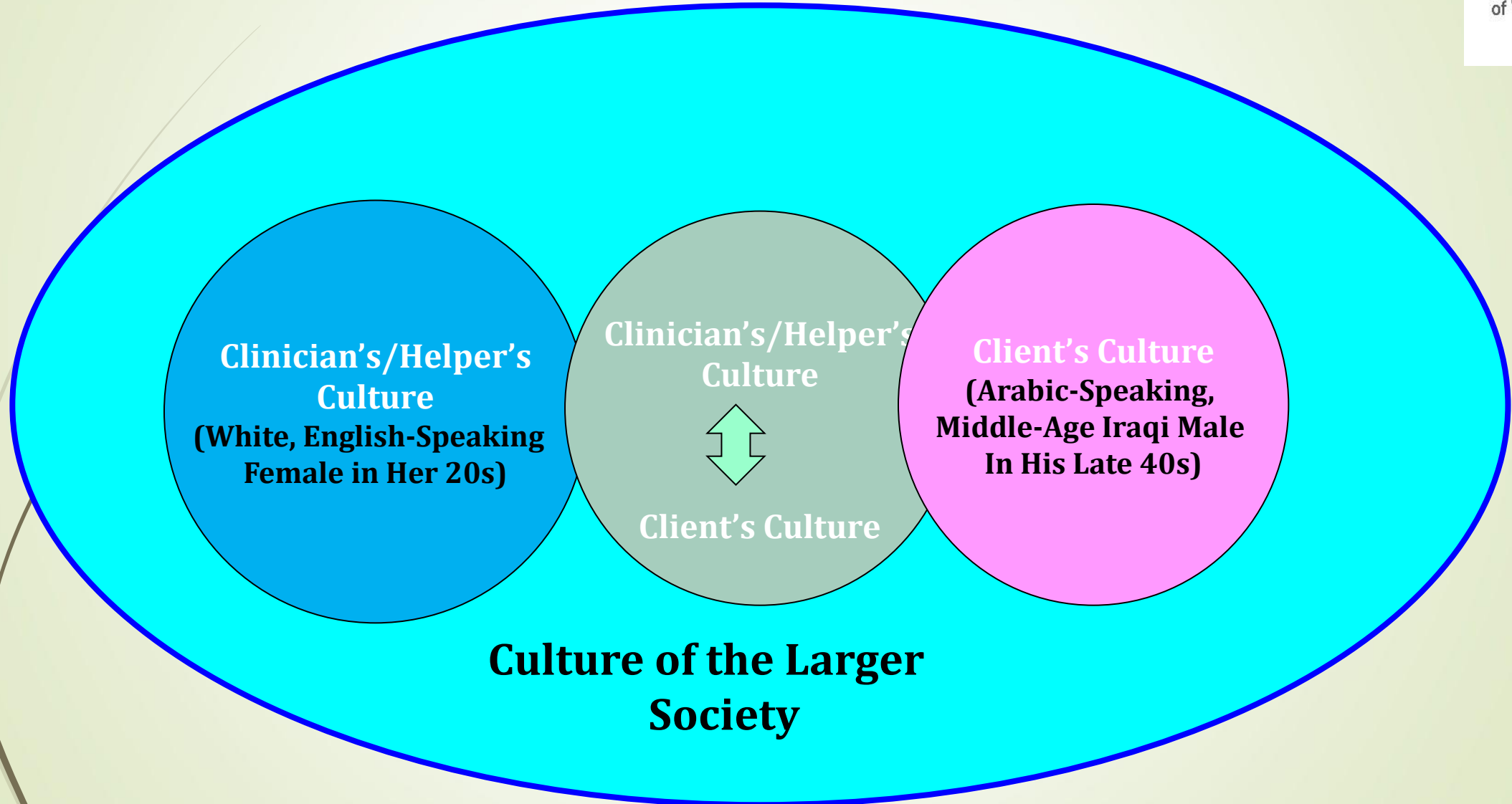
Everyone is like no one else.

(Individuality)

Varying Client-Clinician Relational Dynamics



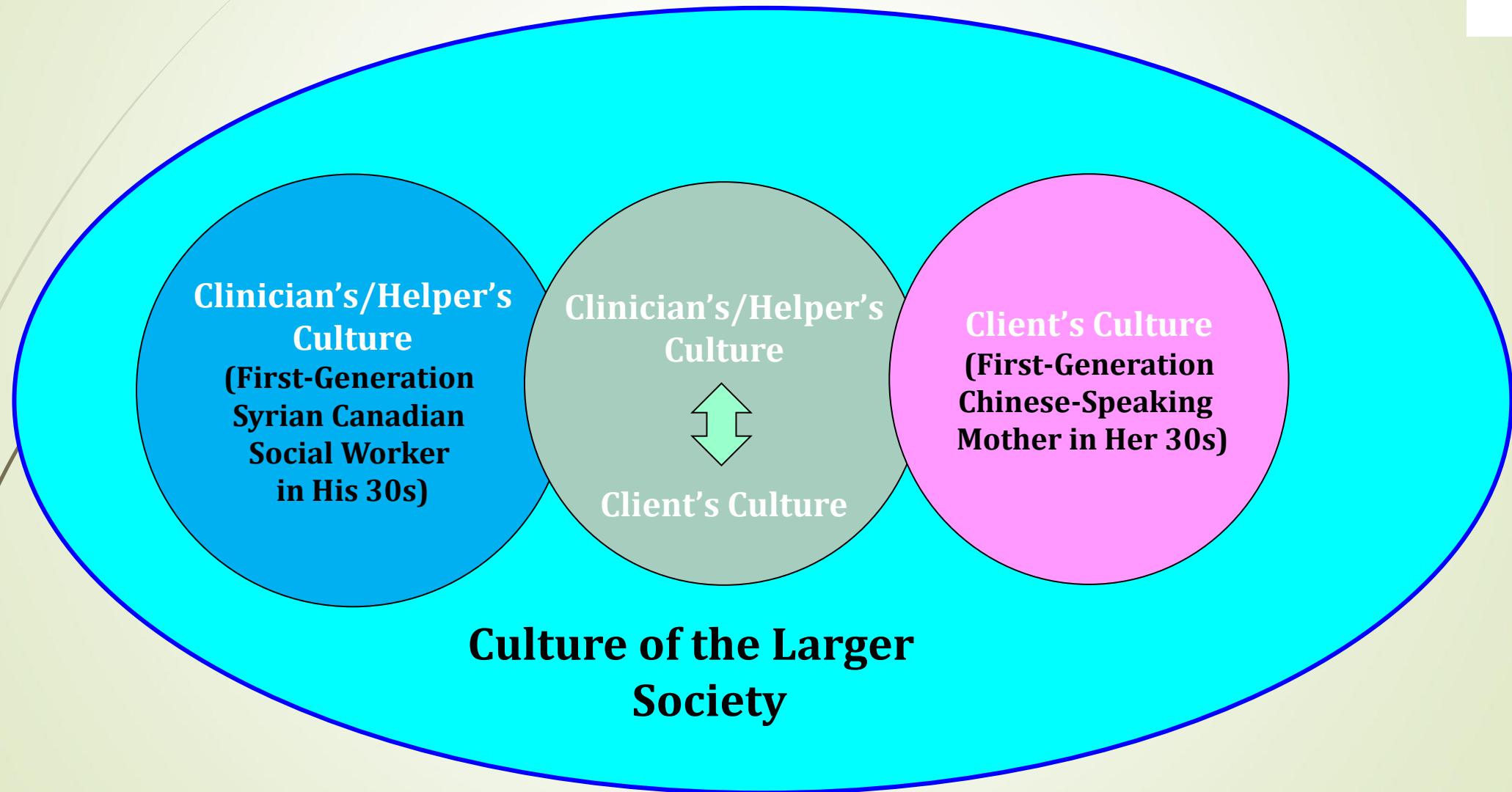
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Varying Client-Clinician Relational Dynamics



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Implication - A Quick Takeaway

- ➡ Being mindful that Newcomer & BIPOC Client-Helper interactions need to be understood from a broader historical & sociopolitical perspective/context.
(e.g., 'cultural mistrust' 'cultural paranoia')



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Discussion Questions:

In light of what we have discussed so far, what specific cultural issues have you encountered or observed as a helper in support of those who are dissimilar from you socially, culturally, religiously &/or linguistically?

What it is about the experience that you've found it challenging or inspiring?



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Principles & Parameters of Multicultural Clinical/ Counselling Competency & Social Justice Perspectives



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- While the following definitions were developed & prescribed in the context of mental health counselling, therapy, and interventions (i.e., psychological in nature), ***they can be applied broadly as the foundation in understanding intercultural/multicultural helping in this training series.***



Multicultural Counselling/Therapy:

Definition, Scope, & Dimensions

“Multicultural counseling & therapy can be defined as both a helping role & a process that uses modalities & defines goals consistent with the life experiences & cultural values of clients: recognizes client identities to include individual, group, & universal dimensions; advocates the use of universal & culture-specific strategies & roles in the healing process; & balances the importance of individualism & collectivism in the assessment, diagnosis, & treatment of client and client system.”

(D. W. Sue & Torino, 2005)



“Multicultural counseling & therapy can be defined as both a helping role & a process (Therapeutic Tasks & Relationships) that uses modalities & defines goals consistent with the life experiences & cultural values of clients: recognizes client identities to include individual, group, & universal dimensions; (Intersectionality of Identities) advocates the use of universal & culture-specific (Etic & Emic) strategies & roles in the healing process; & balances the importance of individualism & collectivism (Diversity of Worldviews) in the assessment, diagnosis, & treatment of client (Intrapersonal) and client system.” (Extrapersonal – Contextual - Socio-political – Social Justice) (D. W. Sue & Torino, 2005)



Helper's Cultural Competence: Definition, Scope & Characteristics

“Cultural competence is the ability to engage in actions or create conditions that maximize the optimal development of client & client systems. Multicultural counselling competence is defined as the counsellor’s acquisition of awareness, knowledge, & skills needed to function effectively in a pluralistic democratic society (ability to communicate, interact, negotiate, & intervene on behalf of clients from diverse backgrounds), and on an organizational/ societal level, advocating effectively to develop new theories, practices, policies, & organizational structures that are more responsive to all groups.” (D. W. Sue & Torino, 2005)

The “Anchors” of MC Competence (Sue & Sue, 2019)



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MC Competence as Manifested through

- 1) ***Cultural Awareness:*** Therapist's awareness of one's own assumptions, values, social positions, & biases.
 - Of cultural themes & factors affecting clients' concerns & therapy process.
- 2) ***Cultural Knowledge:*** Therapist's understanding of the worldviews of culturally diverse client



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3) ***Cultural Skills:*** Therapist's capacity to develop or adapt culturally appropriate intervention strategies & techniques.

4) ***Cultural Relationship/Alliance:***
Therapist's ability to connect, build, & enhance client-therapist relationship & manager therapeutic rupture.



Hook et al., (2013) defines as follows:

Defining 'Cultural Humility'

- “the ability to maintain an interpersonal stance that is other-oriented (or open to the other) in relation to aspects of cultural identity that are most important to the client”
- Similar to the notion of assuming a ‘Culturally-Informed Client-Centred Therapy’ stance
- Effective work with cultural issues involves not only what one does know, but also how one handles what one doesn’t know. (Davis et al, 2018).



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Three Strategies to Enhance Cultural Clinical capacities

(Davis et al.
2018 – The Multicultural
Orientation Framework)

1). **Cultural Humility:** defined above

2). **Cultural Opportunity:** are “markers that occur in therapy in which the client’s cultural beliefs, values, or other aspects of the client’s cultural identity could be explored (Owen et al., 2016)

3). **Cultural Comfort:** refers to the therapist’s thoughts & feelings that emerge before, during, & after conversations about the client’s cultural identities or culturally focused content (Owen et al., 2016)

Davis et al. (2018). The Multicultural Orientation Framework: A Narrative Review. *Psychotherapy*, 55, 89-100.

Owen et al. (2016). Client perceptions of therapists' multicultural orientation: Cultural (missed) opportunities and cultural humility. *Professional Psychology, Research & Practice*, 47, 30-37.



Cultural Humility involves (Mosher et al., 2017):

- A lifelong motivation to learn from others
- Critical self examination of cultural awareness
- Interpersonal respect
- Developing mutual partnerships that address power in imbalance (e.g., social injustice)
- An other-oriented stance open to new cultural information



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Social Justice (Social Advocacy) Stance:

Acknowledgment of social inequity, inequality, & privileges & corresponding interventions from institutional, contextual, and/or sociopolitical levels.

Therefore, comprehensive & effective 'helping' approaches for the underprivileged & oppressed populations require the **helper to engage in *social action & advocacy for changes & resources*** at the systemic level.



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Practical Application from Today's Learning – Do the following:

- For this coming month, ***explicitly pay attention to and monitor the extent to which your own cultural awareness, cultural knowledge, cultural skills, and cultural humility at work when working with your newcomer or culturally-diverse clients.*** Then reflect your own cultural sensitivity and competence base on these culturally-informed dimension.



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That's a Wrap!

Thank You! Merci!

謝謝！



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Let's Talk! Dialogue with Dr. Kuo

QUESTIONS & ANSWERS

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