

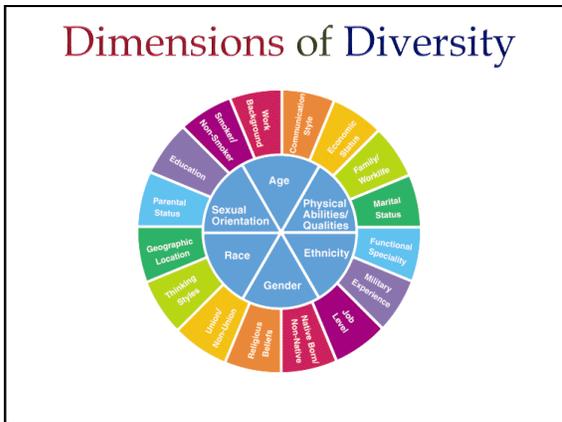
## Cultural Competency: Diversity, Perceptions, and Communication

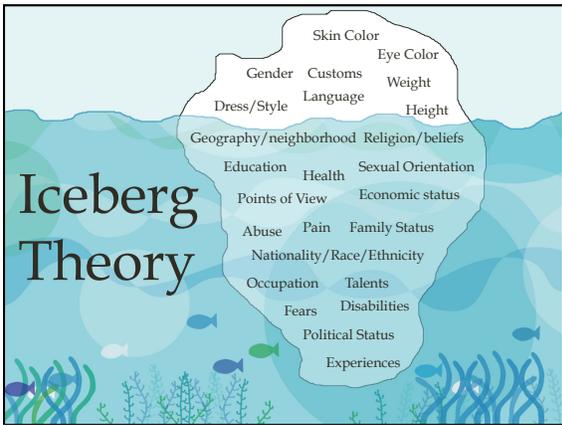
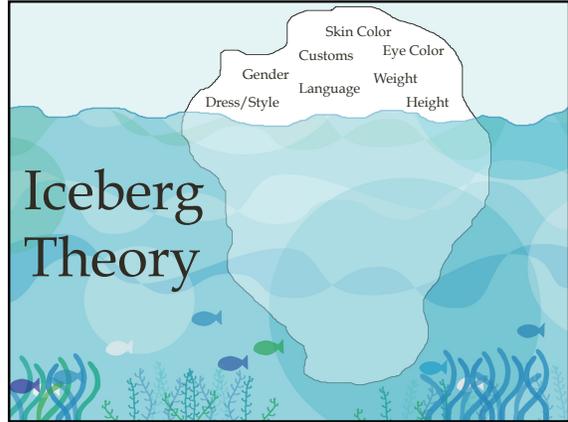
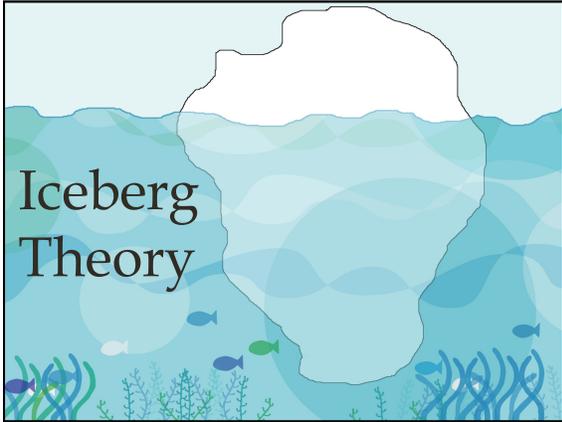
- ### Ground Rules
- \* Be honest
  - \* Supportive
  - \* Non-judgmental
  - \* When others are sharing, please give your full undivided attention
  - \* Whatever is said stays in the group
  - \* Learn something new
  - \* Challenge yourself
  - \* Have a good time!

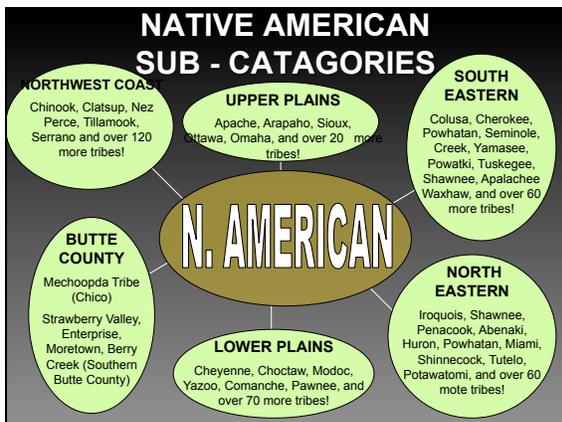
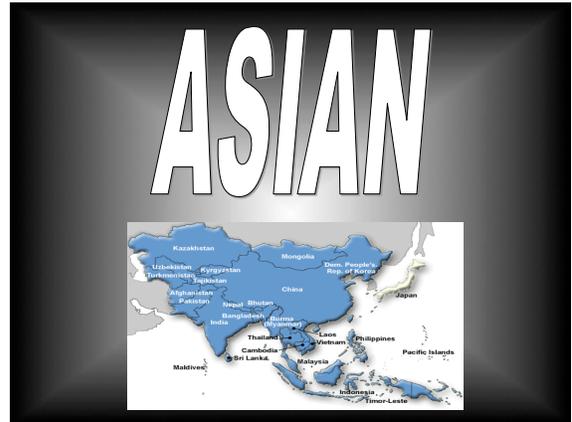
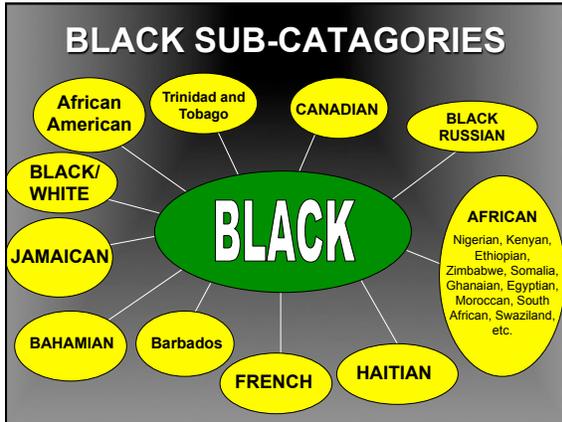


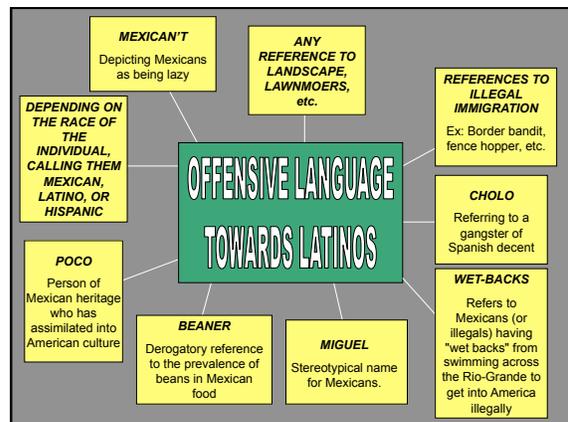
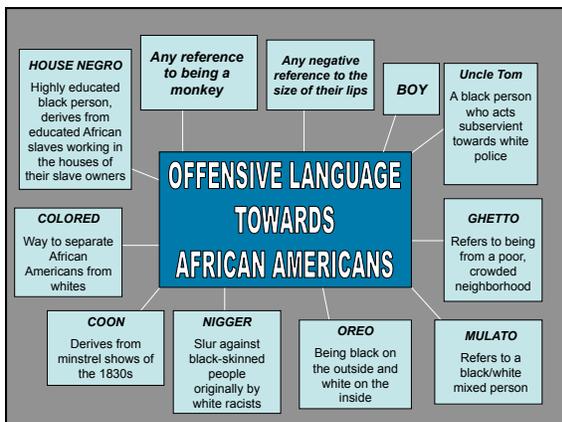
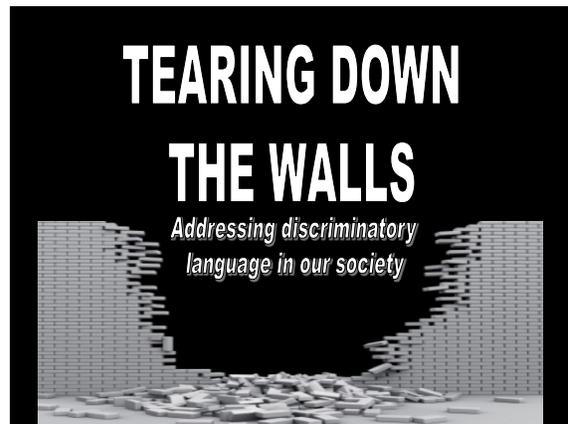
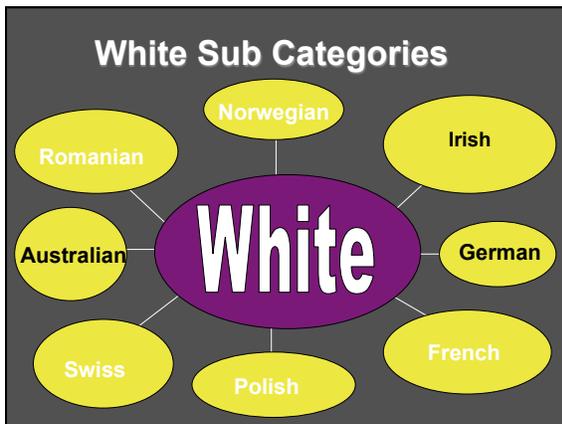
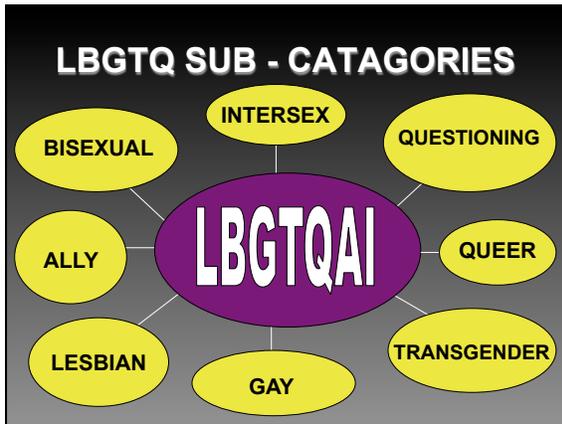
# PERCEPTIONS

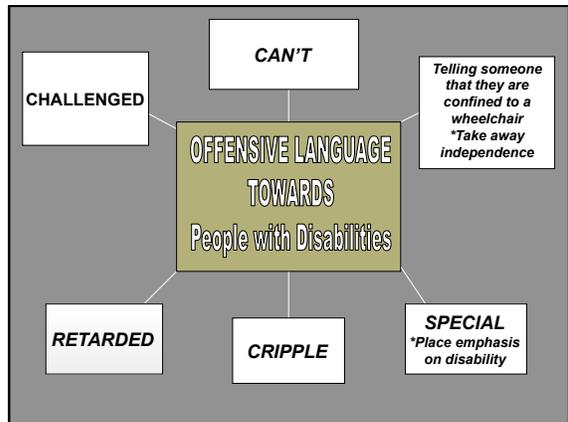
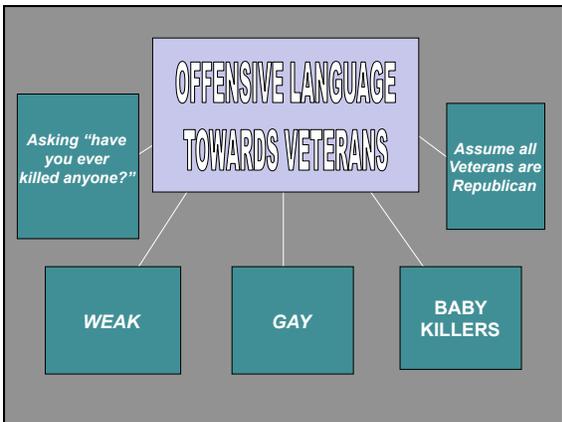
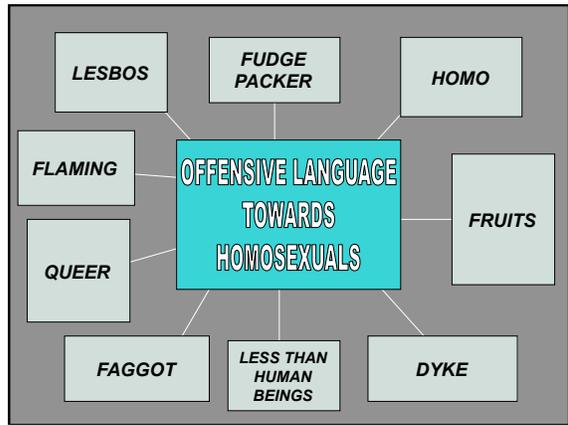
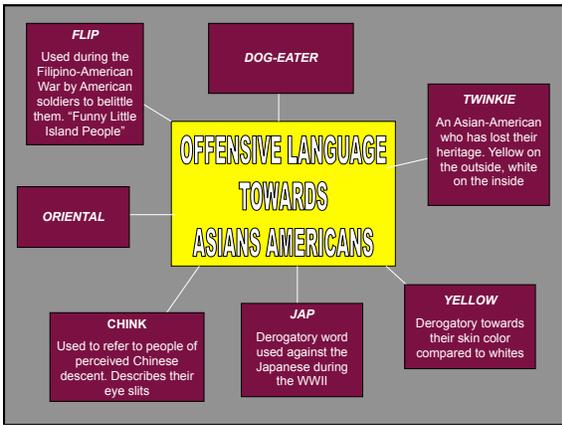
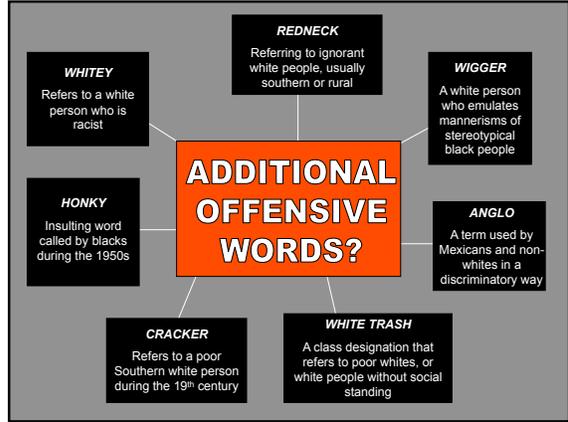
1. the act or faculty of apprehending by means of the senses or of the mind; cognition; understanding.
  2. immediate or intuitive recognition or appreciation, as of moral, psychological, or aesthetic qualities; insight; intuition; discernment: an artist of rare perception.
- <http://www.Dictionary.com>

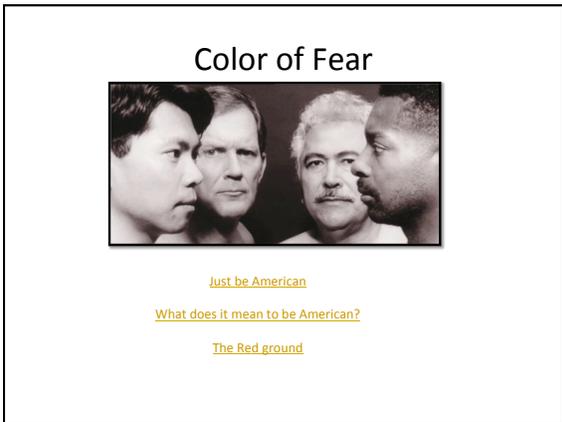
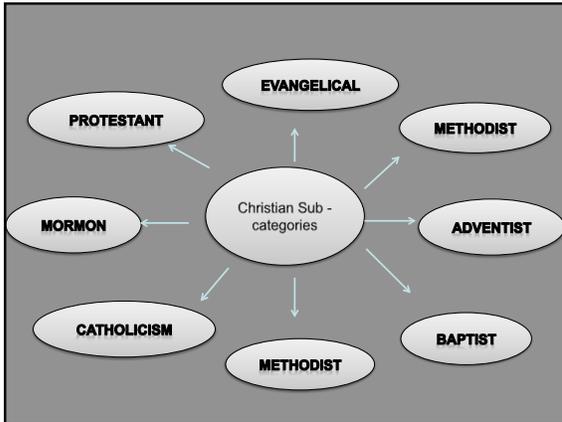
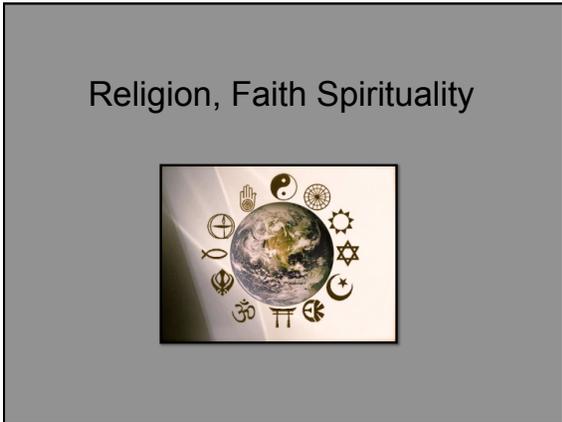












## Scenarios

Participants will be provided with an opportunity to discuss how they would react to diverse situations focusing on people from underrepresented populations in relationship to nutrition.

## Language and Communication

Three elements of face-to-face communication

**10% Verbal**

- Language specific
- Words

**90% Non-verbal**

- Tone
- Pauses, speed, pronunciation, emphasis
- Body Language
- Facial expression
- Gaze
- Gestures
- Posture
- Distance

**Tone:**

- the way we speak
- fast or slow
- gentle or aggressive
- pauses

**Body language:**

- our mannerisms and demeanor
- facial expressions
- gaze—looking at the other person or away from them; paying attention or not
- gestures—arm and hand movements
- posture—leaning forward or back; relaxed or stiff
- distance from the other person—too close or too far

- ## Communication With Diverse Populations
- keeping an open mind in unfamiliar situations
  - being alert to the different ways people interact
  - ensuring that women are adequately represented
  - seeking to understand the protocols of diverse ethnic community groups
  - developing an empathy with, and understanding of, others who may have experienced great traumas during their lives
- QCOSS Community Door eTraining

Communication With Diverse Populations

- being willing to provide information and to encourage and seek input from community groups and individuals
- being aware that some groups and individuals may mistrust the motives of some organizations
- being willing to learn and adapt
- demonstrating consistency and reliability.

QCOS Community Door eTraining

Creating Change

List three things you do well to foster inclusivity at work

List three things you can do better to foster inclusivity at work

*You can not make yourself feel something you do not feel, but you can make yourself do right in spite of your feelings.*

*Pearl S. Buck*

Videos

[The Power of One](#)