Cultural Intelligence, Diversity, Inclusion, and Belonging in Times of Uncertainty in NP Education

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DISCLOSURES

OBJECTIVES

- Discuss the significance and impact of self-assessment, and emotional and cultural intelligence on bias management and mitigation of bias-influenced outcomes
- Apply strategies that support antiracism and facilitate inclusion and belonging among Black, Indigenous, and People of Color (BIPOC) in academic and clinical practice settings
- Apply strategies that discourage discrimination and facilitate inclusion and belonging for the LGBTQ+ population in academic and clinical settings

SELF-ANALYSIS

"Vulnerability sounds like truth and feels like courage. Truth and courage aren't always comfortable, but they are never weakness"
– Brené Brown
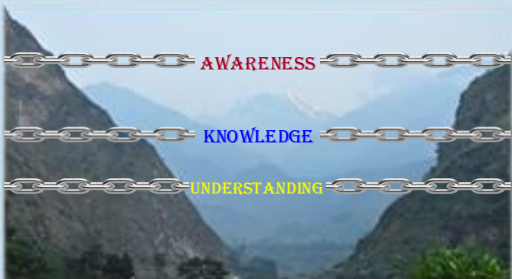
Integrity

THE KEY ISSUE

AWARENESS

KNOWLEDGE

UNDERSTANDING

Are you Willing to Expose Yourself?

"VULNERABILITY IS THE BIRTHPLACE OF LOVE, BELONGING, JOY, COURAGE, EMPATHY, ACCOUNTABILITY, AND AUTHENTICITY."

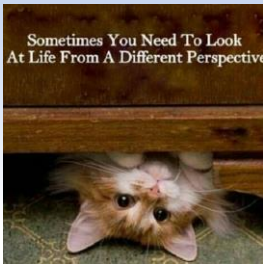## EMOTIONAL & CULTURAL INTELLIGENCE

EQ

CQ

Measures awareness, control, and expression of emotions and ability to prudently and empathetically manage emotions of others

Builds on EQ; measures cultural fluency & ability to navigate multicultural contexts

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PERSPECTIVE MATTERS

Sometimes You Need To Look At Life From A Different Perspective
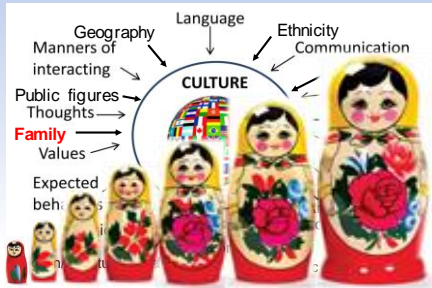
Defining Culture

- **A shared pattern of beliefs, values, assumptions, and behaviors that distinguish one group from another, a way of life**

Culture
"The collective programming of the minds that distinguishes the members of one group or category of people from others" (p 25)

Hofstede, G. (1980). Culture's consequences: International differences in work-related values. *Cross-cultural research and methodology series* https://doi.org/10.5465/AME. 2004.12689661

Cultural Influences

Geography
Manners of interacting
Language
Ethnicity
Communication
CULTURE
Public figures
Thoughts
Family
Values
Expected beh...

Common

ethnocentrism.

means

A belief, attitude or mindset that holds that one's own ethnic group is superior to all others. A tendency to judge other cultures by the standards of one's own. Adj. Ethnocentric.

by acronymsandslang.com

BIAS

Intentional or unintentional assumptions that influence attitudes and behavior towards others

❑ Occurs as a result human conditioning and the lived experience

❑ Can and often does lead to unfair, inaccurate judgements, discrimination, and inequity

Why does culture matter?
Because it shapes the way we view everything!

WE DON'T SEE THINGS AS THEY ARE
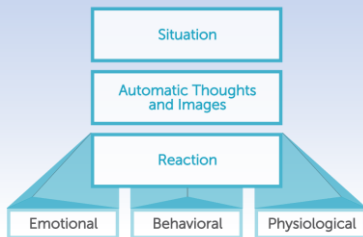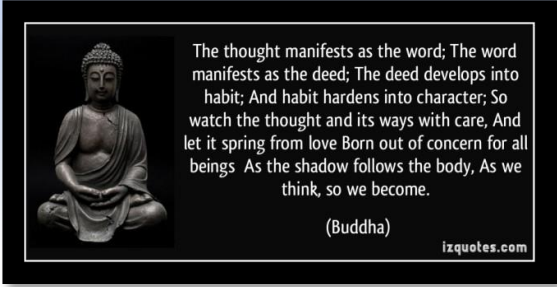
WE SEE THEM AS WE ARE
- ANAIS NIN

People only see what they are prepared to see.

Emerson

Cognitive Behavior Theory

Situation

Automatic Thoughts and Images

Reaction

Emotional   Behavioral   Physiological

The thought manifests as the word; The word manifests as the deed; The deed develops into habit; And habit hardens into character; So watch the thought and its ways with care, And let it spring from love Born out of concern for all beings As the shadow follows the body, As we think, so we become.

(Buddha)

izquotes.com

Systems Thinking

SYSTEM 1
Intuitive/Instinctive

SYSTEM 2
Rational Thinking

IMPLICIT BIAS

EXPLICIT BIAS

Unconscious, automatic, emotional, fast/impulsive, and effortless

Conscious, deliberate, logical, slow, and effortful

Kahneman, D. (2011). *Thinking Fast and Slow.* Farrah, Straus and Giroux, New York.

Bias: Activation vs Application

Unconscious Bias Activated

Unconscious Bias Application Interrupted

System 1

System 2

•Time pressure
•Fatigue
•Distractions

•Slow down
•Get enough rest
•Minimize distractions→maximizes ability to notice bias, apply CQ, and lessen likelihood of bias-influenced decisions & actions
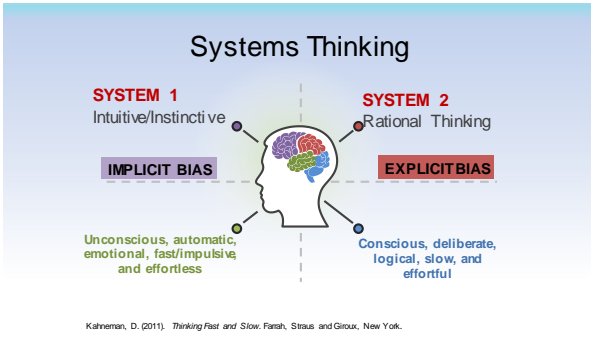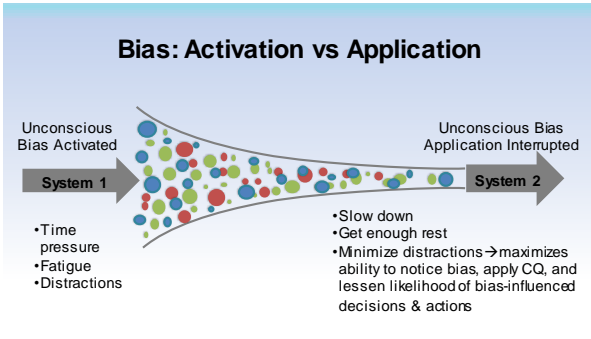
CULTURAL INTELLIGENCE (CQ)

The skill & confidence to work effectively in culturally diverse/cross-cultural situations and settings

WHY CQ?
Because CULTURE MATTERS

Why Cultural Intelligence Matters

GLOBAL/CULTURAL ACUITY

MYOPIA   ASTIGMATISM

ASSESS YOUR VISION
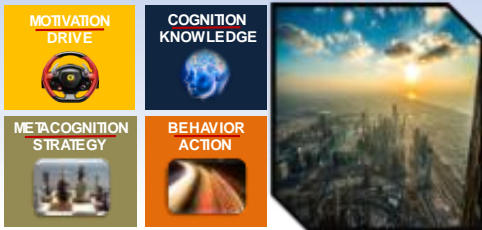
INTEGRITY: SELF-AWARENESS

Authenticity requires self-awareness.

Self-awareness requires reflection.

If you don't see yourself, you can't understand your impact on others.

PERCEPTION IS REALITY!!!

How Do We Get There?

CQ Framework

MOTIVATION DRIVE

COGNITION KNOWLEDGE

METACOGNITION STRATEGY

BEHAVIOR ACTION

CQ Drive & Bias

Interest in multicultural perspectives

Motivation to make the effort required to interrupt and manage bias-influenced decisions

4/19/2021

CQ KNOWLEDGE & BIAS

Knowing & understanding cultural similarities and differences

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CQ STRATEGY & BIAS

Ability to understand culture and plan for multicultural interactions

Ability to plan for multicultural interactions with a person or a group that you may have a bias against

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CQ ACTION & BIAS

(Behavior) Adaptability & flexibility in culturally diverse situations and interactions; action taken to manage biases
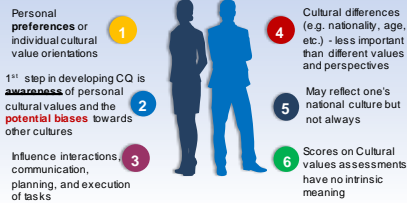
WHY CULTURAL INTELLIGENCE?

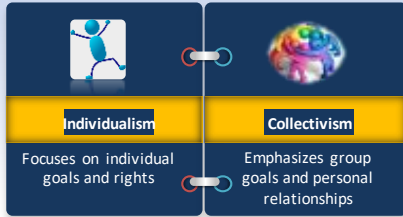Improve multicultural interactions | Acceptance/Comfort with differences

Effective communication | Increased innovation/creativity

Psychological Safety

Ensure **EQUITABLE** practices

Decreased biased thinking

ANTIRACISM & ANTIDISCRIMINATION

28

Where are we now?

X: There is No Final Destination on the Improvement Journey

Cultural Values Explained

1. Personal **preferences** or individual cultural value orientations

2. 1st step in developing CQ is **awareness** of personal cultural values and the **potential biases** towards other cultures

3. Influence interactions, communication, planning, and execution of tasks

4. Cultural differences (e.g. nationality, age, etc.) - less important than different values and perspectives

5. May reflect one's national culture but not always

6. Scores on Cultural values assessments have no intrinsic meaning

Cultural Intelligence Center, 2019

Cultural Values

Individualism	Collectivism
Focuses on individual goals and rights	Emphasizes group goals and personal relationships

Cultural Intelligence Center, 2019
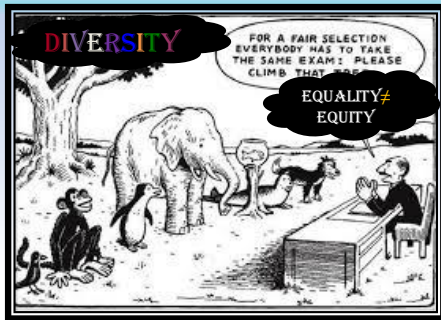
Cultural Intelligence & Unconscious Bias

MICROAGGRESSIONS

"It is better to have a heart without words than words without a heart."
Mahatma Gandhi

CQ Center, 2019; Gurganus, K. (2018). https://dvnconnect.org/microaggressions/

PERSPECTIVE MATTERS

We judge ourselves by our intentions

AWARENESS GAP

We judge others by their impact

People will judge you by your actions, not your intentions.

Consequences
Just Ahead

ACCOUNTABILITY & RESPONSIBILITY

Humanitarian Ethos: Impartiality

Humanitarian Principles:
- Service
- Compassion
- Mercy
- **RESPECT** for **HUMAN LIFE** & **DIGNITY**

DEFINING THE EXPECTATIONS

DIVERSITY **EQUITY & SOCIAL JUSTICE** **ANTIRACISM**

INCLUSION **BELONGING**

Embracing Difference

No one is born hating another person because of the color of his skin, or his background, or his religion. People must learn to hate, and if they can learn to hate, they can be taught to love, for love comes more naturally to the human heart than its opposite.

- Nelson Mandela

UNLEARN RACISMS

The world does not pay for what a person knows, but it pays for what a person does with what he knows

- Laurence Lee

www.brainquotes.org   Work Quotes

Professional Organizational Commitment
AACN Essentials

Improving the Quality of Nursing Education

When diversity is integrated within inclusive educational environments with equitable systems in place, assumptions are challenged, perspectives are broadened, and socialization across a variety of groups occurs, resulting in intellectual and cognitive benefits for all learners (Hurtado, 2005; Chang, Denson, Saenz, & Misa, 2006; Saha, Guiton, Wimmers, & Wilkerson, 2008). In diverse and inclusive environments, students, staff, faculty, and administrators recognize the value of and need for diversity to achieve excellence in teaching, learning, research, scholarship, service, and practice. As academic nursing becomes more inclusive in the recruitment of diverse learners, faculty may need to acquire new knowledge, skills, and attitudes to foster success of the student learner (International Council of Nurses, 2008).

AACN recognizes diversity, inclusion, and equity as critical to nursing education and fundamental to developing a nursing workforce able to provide high quality, culturally appropriate, and congruent health care in partnership with individuals, families, communities, and populations. AACN is committed to preparing a community of scholars, clinicians, educators, and leaders who fully value the importance of diversity, inclusion, and equity to promote the health of the nation and the world. AACN will advocate for advancing diversity,

JOSIAH MACY JR. FOUNDATION   CONFERENCE RECOMMENDATIONS

Addressing Harmful Bias and Eliminating Discrimination in Health Professions Learning Environments

Transformational Change

G . U .M .B .O
Giving Up My Beliefs & Opinions
Richard-Eaglin, A; ©2019

GIVING
- Encourage & support DEIB initiatives

UP
- Increase opportunities for equitable outcomes

MY
- How am I contributing to the problem?/solution?

BELIEFS
- What are my beliefs? How do they affect me & others?

OPINIONS
- Opinions only matter to the extent that they contribute to problems and solutions.

Richard-Eaglin, A.; ©2019

The Change: Increase Your CQ

- **DRIVE:** Become **interested** and **motivated** to develop the skills to interact among those who are "different" from you and whose "norms" may be unfamiliar to you

- **KNOWLEDGE:** Really **get to know people** ---- Lose the stereotypes

- **STRATEGY:** Develop strategies that are **intentional, meaningful, and useful** for you

- **ACTION:** Implement a **new way of doing** that will have the greatest chance of positive impact during multicultural interactions
- o Become comfortable with differences!!!

Creating the Space

- Integrity, Transparency, Consistency
- BIPOC LEADERSHIP
- Policy changes:
  - ✓ **Develop and execute** explicit antiracism, antidiscrimination, and anti-exclusionary policies
  - ✓ Accountability policies
  - ✓ Evaluate, revise, or devise tenure policies
- Evaluate and revise curricula:
  - ✓ Ensure cultural intelligence
  - ✓ Ensure gender neutrality
  - ✓ Decentralize whiteness
  - ✓ Decentralize heteronormativity

NEW FRONTIERS = NEW NARRATIVES

ELIMINATE BIAS

- Remove the labels
- Change the terminology
- Accept & see the synergistic value in differences
- Recognize the value in acknowledging cultural identity

NEW FRONTIERS = NEW NARRATIVES

- Psychological Safety:
  - Zero tolerance for racism, discrimination, gaslighting, microaggressions
  - No Bias-influenced decisions; no exclusionary policies and practices
  - No race-based head starts or hindrances
  - Consistency, legitimacy, fairness, and equity
- Lead by example: **Be the change**
  - **Be an ally, advocate, AND activist**
  - Become inherently inclusive

NEW FRONTIERS = NEW NARRATIVES

Adopt a racial equity tool that:

- Proactively seeks to eliminate racial inequities and advance equity
- Identifies clear goals, objectives, and measurable outcomes
- Engages BIPOC & other historically marginalized individuals in decision-making processes
- Identifies impact of decisions
- Develops mechanisms for successful implementation and evaluation of impact

Adopted from:https://www.racialequityalliance.org/wp-content/uploads/2015/10/GARE-Racial_Equity_Toolkit.pdf

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ONE Nation

| Under God | Indivisible | With liberty |

And Justice for ALL!!!

"*In every community, there is work to be done.*
In every nation, there are wounds to heal.
In every heart, there is the power to do it."
~ Marianne Williamson ~

"When you see something that is not right, not fair, not just, you have a moral obligation, a mission and a mandate, to stand up, to speak up and speak out, and get in the way, get in trouble, good trouble, necessary trouble."

– Rep. John Lewis, Nashville, 2016

Human progress is neither automatic nor inevitable... Every step toward the goal of **justice** requires sacrifice, suffering, and struggle; the tireless exertions and passionate concern of dedicated individuals. - Martin Luther King Jr.