

Cultural Competency in the Court

February 2, 2011

Objectives

- Define key terms.
- Demonstrate basic knowledge.
- Describe specific examples.

Objectives

- Explain the importance of cultural competence in court system.
- Describe what courts are doing.
- Identify action steps to increase cultural competency.

The Commission on Minorities

- **A standing committee of the Arizona Judicial Council (AJC)**
- **Justice 20/20 Strategic Agenda**
- **Arizona Code of Judicial Administration (ACJA) § 1-107: Commission on Minorities.**

COM Goals

- **Address disproportionate minority contact in the justice system.**
- **Enrich the diversity of the judiciary to reflect the communities it serves, while maintaining the highest level of qualifications.**

COM Goals

- **Promote cultural competency in judicial officers and employees.**
- **Enhance communication with minority communities through education and collaboration.**

Accomplishments

- **Disproportionate Minority Contact Report and Bi-annual Report Card**
- **Building Blocks program**
- **Judicial workshops**
- **Collaborative efforts with other agencies**

COM on the WEB

<http://www.azcourts.gov/cscommittees/CommissiononMinorities.aspx>

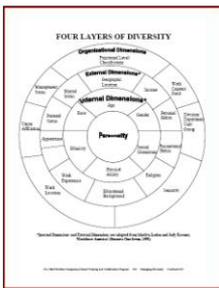
COM Workgroups

- **Collaboration and Outreach**
- **Over-representation of Minority Youth**
- **Diversity**
- **Cultural Competence**

Cultural Competence Workgroup

- Arizona State Bar Diversity Task Force recommendations
- The Pima Workforce Diversity Project
- Provide resources and recommendations for development of judicial officers and staff

Layers of Diversity



- Organizational
- External
- Internal
- Personality

COM Diversity Definition

“Diversity represents a workforce and customer-based environment that includes age, gender, sexual orientation and identification, race, religion, culture, nationality, ethnicity, disability, appearance, personality, education and language...”

COM Diversity Definition

...Diversity includes ideas, approaches, disciplines, cultural values, and perspectives, which are integrated into the myriad duties and responsibilities at all levels of our court...

COM Diversity Definition

...The Commission encourages a statewide climate of inclusion, respect, openness and awareness that accepts all persons without judgment, providing access to justice and...

COM Diversity Definition

...demonstrating our commitment to be balanced, just and fair. The cultural richness and diversity of Arizona is a source of opportunity.”

Self-awareness

Interpersonal skills

How much do you know about different cultures?

Refer to your quiz handout or use the questions provided on the screen.

True or False?

- 1. Laughter in Japan can be a sign of confusion, insecurity or embarrassment.**

True or False?

2. A "thumbs up" in some Islamic countries is a rude sexual sign.

True or False?

3. If you tell your female friend from Africa that she's put on weight during her holiday, it means she's had a good holiday and is physically healthier than when she left.

True or False?

4. Wearing gloves in Russia when shaking hands is considered polite.

True or False?

5. Leaving right after dinner in Central America is considered well-mannered as it means you've been well fed.

Different Meanings

- National / ethnic culture
- Secondary or subgroup culture
- Anthropological
- Socio-economic

Defining Culture

Thoughts	Roles	Practices
Behaviors	Values	Relationships
Languages	Sharing	Customs

Defining Culture

A society's culture consists of whatever it is one has to know or believe in order to operate in a manner acceptable to its members.

Dimensions of Culture

- **Etiquette and Behavior**
- **Comfort with Risk**
- **Roles and Relationships**

Dimensions of Culture

- **Issues of Time**
- **Thinking Style**
- **Communication Style**

Court Culture Activity

- **What words or phrases would you use to describe court culture?**
- **Which dimensions of diversity do you see overlapping with the court culture?**

**What does
cultural
competency
mean to you?**

Different Terms We Hear

Aware	Literate
Sensitive	Responsive
Proficient	Competent

Defining Cultural Competency

“The ability to think, feel, and act in ways that acknowledge, respect, and build upon ethnic, socio-cultural, and linguistic delivery”

- Lynch and Hanson, 1998

Defining Cultural Competency

“A set of attitudes, skills, behaviors and policies that enable organizations and staff to work effectively in cross-cultural situations.”

- Cross, et. al.

Defining Cultural Competency

- *Recognize and reject pre-existing beliefs about a culture*
- *Understand information within the context*
- *Forego classifying and labeling*

COM's Definition

“Cultural Competence refers to the skill set developed by individuals to be inclusive, respond respectfully and effectively to people of all cultures, languages, economic classes, races and ethnic backgrounds...”

COM's Definition

...Cultural Competency skills recognize, affirm and value the worth of individuals, families and communities while protecting and preserving the dignity of each...

COM's Definition

...Cultural competency requires the integration and transformation of these skills into specific standards, policies, practices and attitudes used in various settings within the judicial system.”

Statement #1

**There are too many cultures.
I cannot possibly learn what
I need to know about all of
them.**

- Learn to recognize pre-existing beliefs**
- Understand behavior in context**
- Do not classify or label people**

Statement #2

**I have examined my
preconceptions about the
various cultures in my
jurisdiction, changed some of my
thoughts, and now feel culturally
competent to deal with any and
all people who might appear in
court.**

Statement #3

I know what it means to be culturally sensitive. I don't need any special training on how to practice cultural competency.

Statement #4

I need a more concrete way to achieve cultural competency. This process is too "touchy feely"; becoming more aware will not make a difference in my cultural competency.

Statement #5

There are only a few cultures that are different from the dominant (American) culture in my jurisdiction.

Components of Cultural Competency

- **Knowledge**
- **Understanding**
- **Acceptance**
- **Behavior**

At the Shady Knoll court...

- **What do you see and hear going on?**
- **What is impacted by this behavior?**

Knowledge Understanding
Acceptance Behavior

Call to Action

- **What can I do?**
- **What can we do at my court?**

**What can you do
to increase your
cultural
competence?**

Steps We Can Take

- **Identify cultural diversity**
- **Conduct a comprehensive assessment**
- **Engage in dialogue**

Steps We Can Take

- **Understand needs and barriers**
- **Identify best practices**
- **Design and implement processes**

Steps We Can Take

- **Institutionalize policies and practices**
- **Reassess**
- **Keep learning**

Call to Action

- **What commitment can you make?**
- **In an ideal world where budget and staff are not constrained what would you want to work on?**
