



*Refugees  
Welcome*



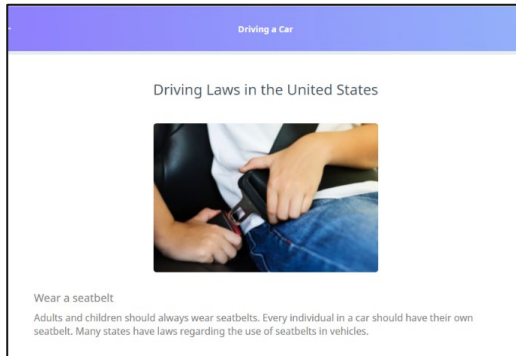
## **CULTURAL SENSITIVITY TRAINING**

# Resources for Newcomers [www.settlein.us.org](http://www.settlein.us.org)



## Settle In Website

Using videos, podcasts and fact sheets, the Settle In website provides newcomers with clear and vital U.S. resettlement and Cultural Orientation information in an engaging and interactive way.



## Settle In App

The Settle In mobile and desktop app is the perfect travel companion for newcomers during their resettlement journey to the United States.



## Settle In Facebook

CORE directly disseminates essential, correct information ties to early resettlement services and key Cultural Orientation messages.

# Three Tenets of Cultural SENSITIVITY

Lifelong learning and self reflection,  
mitigating power imbalances, and  
institutional accountability

# Lifelong Learning and Self Reflection

## Tenet #1

- How do I become an active listener ?
  - How do I treat the newcomer?
  - How do I give advice and/or explanation?
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# Active Listening Skills O.A.R.S

- ▶ **Open ended questions:** Questions that require more than a yes/no/short answer. “Why, How, Tell me more”
- ▶ **Affirmations:** Acknowledging a person’s remarks with a validating statement. Encourages people to talk.
- ▶ **Reflection:** Repeating back to the person what you’ve interpreted. Lets the person know you’ve heard them, and allows them a chance to explain themselves further.
- ▶ **Summarizing:** Reviews the main topics in a conversation. Can be used in the beginning of a conversation to discuss where you left off with a person or at the end to ask “What’s next?”

*All of these methods should be infused with warmth, empathy, and a desire to understand*

**When (not if) we get it wrong, make a mistake, or fall into a biased assumption - we must be able to practice self compassion.**

1. *Self Kindness vs Self Judgement*
2. *Common Humanity vs Isolation*
3. *Mindfulness vs Overidentification*

# DISCUSS

- What assumptions might you have about a newcomer coming from Ukraine ?  
*(Think gender norms, food, attitudes, beliefs, religion, behavior, mannerisms)*
- Practicing cultural humility requires openness to the idea that others are experts and we are the learners. How difficult do you think it will be to let go of “knowingness” and step into a curiosity mindset?  
*If yes or no - why do you think that is ?*
- What can you do to practice sensitivity humility when working with JFS staff and newcomers ?

# Resist the urge to “save” people

- ▶ Rather than paternalizing clients, empower them
- ▶ Instead of dependence, client’s goal should be self sustainability
- ▶ Instead of improving client, engage with them

*For more information on this topic click here: [White Saviorism Complex](#)*



**We are each the expert of our own life experience.**

## **Methods to improve cultural sensitivity**

- ▶ **Active Listening**
- ✓ **Compassion and Self-Compassion**  
**Look to others for understanding and guidance as to what their needs are**

# Recognizing Power Imbalances

Tenet #2

Examining our own privileges and biases

Acknowledging the hierarchy of power in society

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**It is important to understand that as a volunteer you carry a certain amount of power. Be aware of how you react or respond to our families and newcomers.**

JFS is entrusting you as supportive allies who see our client's **strengths, value, and inherent worth and resilience**. Beware of the following behaviors:

- ▶ Patronizing clients by treating them like children
- ▶ Labeling clients as exotic and treating them as an exhibition
- ▶ Not allowing clients freedom of choice

**It is extremely important to report any signs or suspicion of maltreatment or abuse to the case manager.**

**Also, remember that differences and upbringing in culture are not reason for immediate concern.**

**Please stay open minded, curious, and non judgemental in your observations of the family.**

## Scenario 3



You are tutoring a child on their math homework. They are wearing a tank top and turn to pick something up and you notice a mark on their shoulder and multiple on their back. When you asked the child what happened they said “Oh, mommy did this to me.”

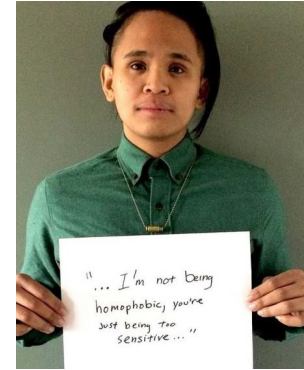
*What should you do?*

Gently, ask the parent about the marks?

In this specific case - these marks are indicative of a Chinese homeopathic medicine ritual called “Cupping”, this process is not harmful and is a cultural tradition for flushing toxins out from the body.

# Microaggressions Defined

- Verbal, behavioral, or environmental slights
- Often automatic and unintentional
- Occur in brief instances on a daily basis
- Communicate hostile, derogatory, or negative viewpoints
- Perpetuate a worldview of White supremacy and superiority



Please watch: <https://www.youtube.com/watch?v=e4N50b76cZc&t=41s>

# Examples of Microaggressive behaviors to avoid with Refugees

- ▶ Teaching them something without asking if they needed help or if they know how to do so
- ▶ Showing up to the client's home without an invitation/ asking you can come, or without the volunteer coordinators instruction
- ▶ Asking them about the entire history of their country as if they are the expert
- ▶ Touching anything on the refugees body (clothing, hair, cultural pieces, etc.)

**Mistakes are allowed. Discussions will be held with compassion. We will always lead with emotional safety, respect, and informing with kindness in mind.**

Nonetheless: If we find repeated and negligent occurrences of microaggressive comments or behaviors with little willingness to change or learn we maintain the right to terminate your role as a volunteer.

# Microaggressions Examples of Microaggressions and What They Imply

## Microaggression/Microinsult

- “A microinsult is a comment or action that is unintentionally discriminatory. For example, this could be a person saying to an Indian doctor, ‘Your people must be so proud.’”

## Microassault

- “A microassault is when a person intentionally behaves in a discriminatory way while not intending to be offensive. Example: telling a racist joke then saying, ‘I was just joking’ “

## Microinvalidation:

- “A microinvalidation is when a person’s comment invalidates or undermines the experiences of a certain group of people. Example: A white person telling a black person that “racism does not exist in today’s society.”



# Holding the Institution Accountable

## Tenet #3

Addressing and advocating on behalf of our families and newcomers when you see mistreatment or microaggressions

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# Where might power imbalances happen?

Anywhere - but particularly in offices, appointments, where someone else is in control or in power. (Ex: Doctor's office, School, Bank, Grocery Store, etc.)

# What can you do if you see a power imbalance or microaggression happen?

- ▶ Ensure that your behavior reflects a balance of power
- ▶ Check-in with the client to see how they are feeling?
- ▶ Gently speak up with compassion curiosity and understanding
- ▶ Have an honest discussion with the individual to discuss how the comments they made or actions taken were harmful

# Where might power imbalances happen?

**If you are not comfortable with this or the person is resistant to your feedback, then please do:**

- ▶ If needed have a private discussion with the individual how their comment and actions are harmful
- ▶ Inform your JFS Case manager to seek guidance

# Thank You!

- ▶ Questions?

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- ▶ Next Steps & Reminders:

- ▶ Sign in to Better Impact and complete quiz for this training

- ▶ If unable to attend a training you can view the recording on Better Impact & complete the quiz

- ▶ More about JFS

[www.jfsdelaware.org](http://www.jfsdelaware.org)

302-478-9411 or 302-540-2889