Heart

A JOURNEY TOWARD CULTURAL HUMILITY

Dr. James L. Knight

Choose

CULTURAL HUMILITY

NOT COMPETENCE

Cultural Competence vs Cultural Humility

Attributes	Cultural Competence	Cultural Humility
View of culture	• group traits • group label associates with a list of traditional traits and practices • de-contextualized	• unique to individuals • originates from multiple contributions from different sources • can be fluid and change based on context
Culture definition	• Minorities of ethnic and racial groups	• Different combinations of ethnicity, race, age, income, education, sexual orientation, class, faith and more

Cultural Competence vs Cultural Humility

Attributes	Cultural Competence	Cultural Humility
Traditions	• Immigrants and minorities follow traditions	• Everyone follows traditions
Context	• Majority is the normal; other cultures are the different ones	• Power difference exist and must be recognized and minimized
Results	• Promotion of stereotyping	• Promotion of respect
Focus	• Differences based on group identity and group boundaries	• Individual focus on not only the other but also of the self
Process	• A defined course or curriculum to highlight differences	• An ongoing life-process • Making bias explicit
Endpoint	• Competence/expertise	• Flexibility/humility

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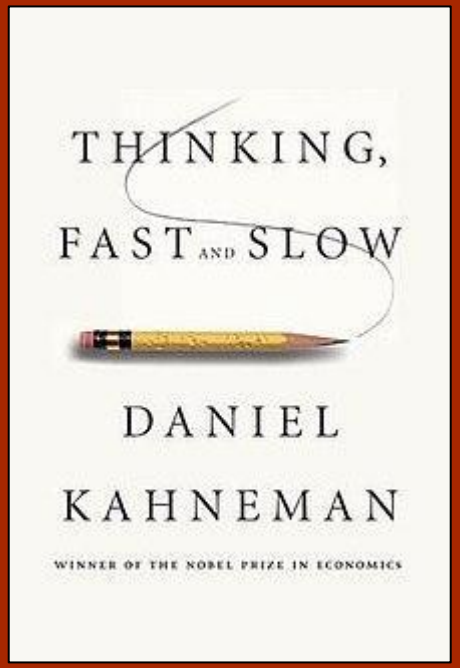

Judgment Under Uncertainty: Heuristics & Decision-Making

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2 Systems of Reasoning

System 1

* Intuitive
* Automatic
* Effortless
* Fast
* Instinctive
* Emotional

System 2

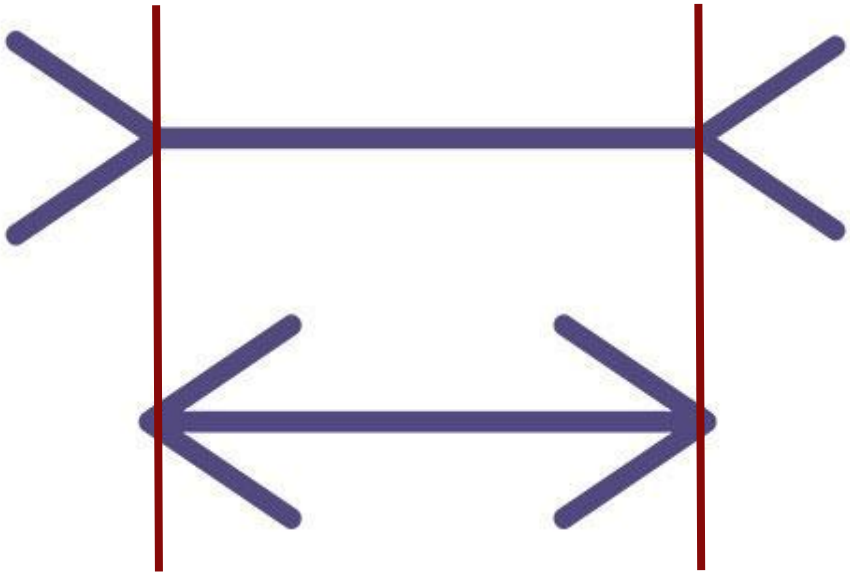
* Reflective
* Controlled
* Effortful
* Slow
* Deliberate
* Logical

Heuristics are mental shortcuts that ease the cognitive load of making decisions.

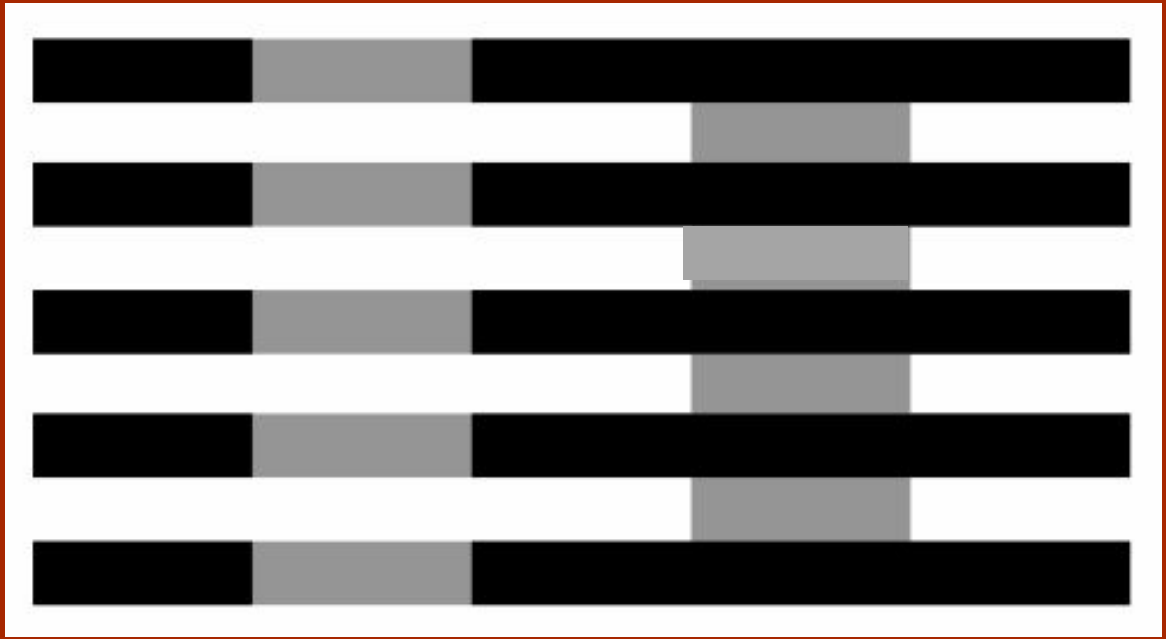
Examples that employ heuristics include using a rule of thumb, an educated guess, an intuitive judgment, stereotyping, or common sense.

A

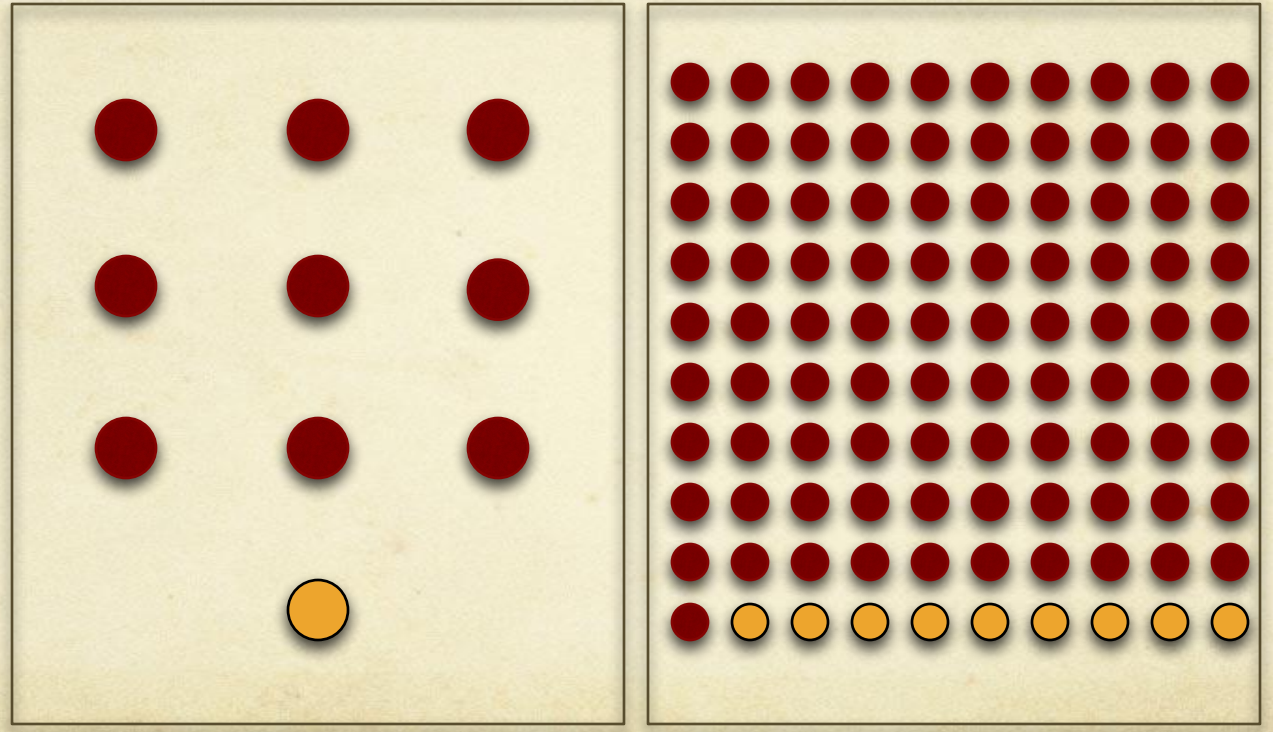
B



White's Illusion



Which bet would you choose?

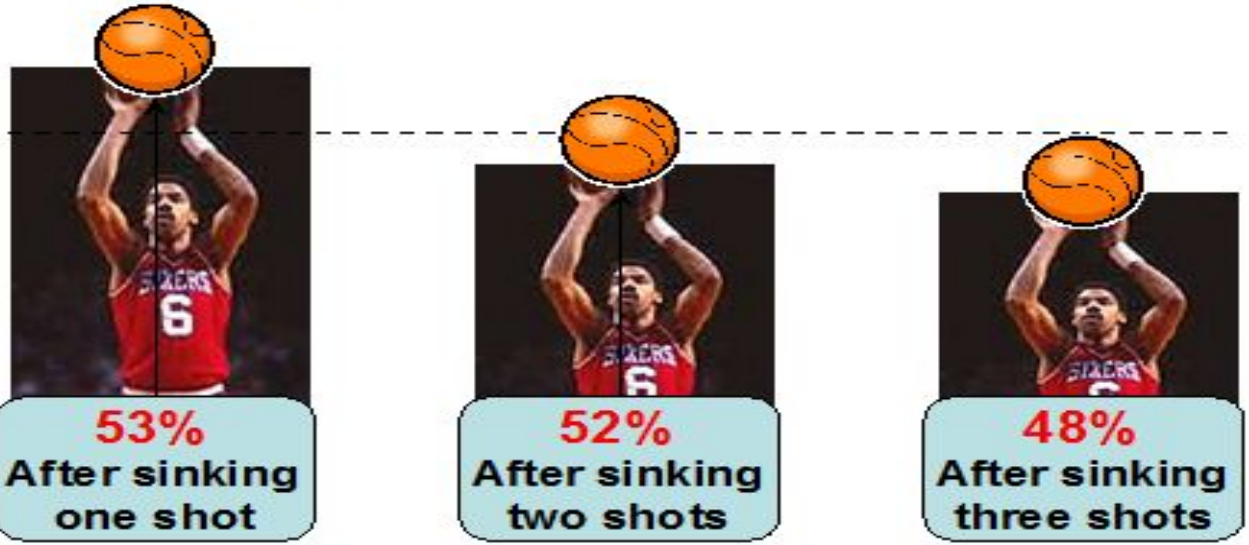


The Myth of the Hot Hand

Forecasters can go astray by assuming that past patterns will predict the future

Many basketball fans, players and coaches believe that players get on hot streaks, wherein a shooter's odds of sinking a basket go up when he's already hit one or two. But when three psychologists examined the 1980-1981 Philadelphia 76ers stats, they found this just isn't so.

52%
Julius Erving's overall shooting percentage



SOURCE: "The Hot Hand in Basketball" by Thomas Gilovich, Robert Vallone and Amos Tversky.

3-Types of Heuristics

1. Availability
2. Representative
3. Confirmation bias

Availability Heuristic

The availability heuristic judges the probability of events by how quickly and easily examples can come to mind.

We make decisions based on the knowledge that is readily available in our minds rather than examining all the alternatives.

What is more likely to kill you, your dog or your couch?

A. Dog
B. Couch

Are you more likely to be killed by hot tap water or plane crash?

A. HOT WATER

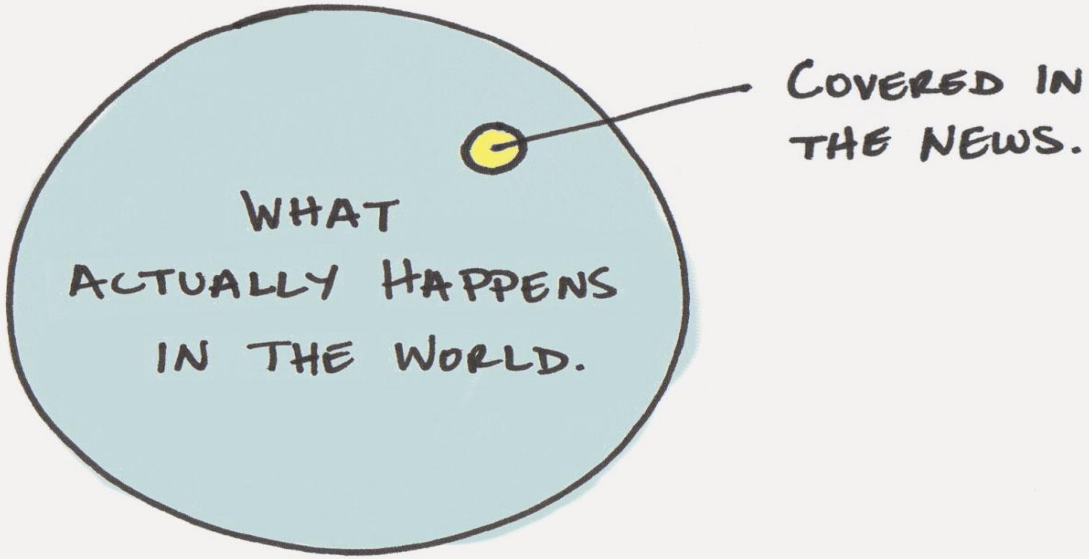
A. PLANE CRASH

Is the world more violent or less violent in the past 20 years than previously?

A. YES

A. NO

THE AVAILABILITY HEURISTIC



Stereotypical Images of Black Men

What We Don't Always See

How might availability bias show up in your organization?

How might this bias impact the way some people are seen, heard, and understood?

What are some of your limitations when it comes to those who are most marginalized within your organization?

How might your limitations affect your decision-making?

Representative Heuristic

The representativeness heuristic is a mental shortcut that employs the use of past experiences to guide decision-making.

In this particular example, we estimate the likelihood of an event by comparing it to an existing prototype that already exists in our minds.

Sarah loves to listen to New Age music and faithfully reads her horoscope each day. In her spare time, she enjoys aromatherapy and attending a local spirituality group.

Based on the description above, is Sarah more likely to be a school teacher or a holistic healer?

Rob attends St. Eds. He is on a the Cleveland voucher and travels to school by bus everyday. He loves listening to rap music and in his spare time, he is always playing basketball.

Based on the description above, is Rob more likely to be a Black student or a White student?

Anchoring Bias/Representative Bias

STREET CALCULUS

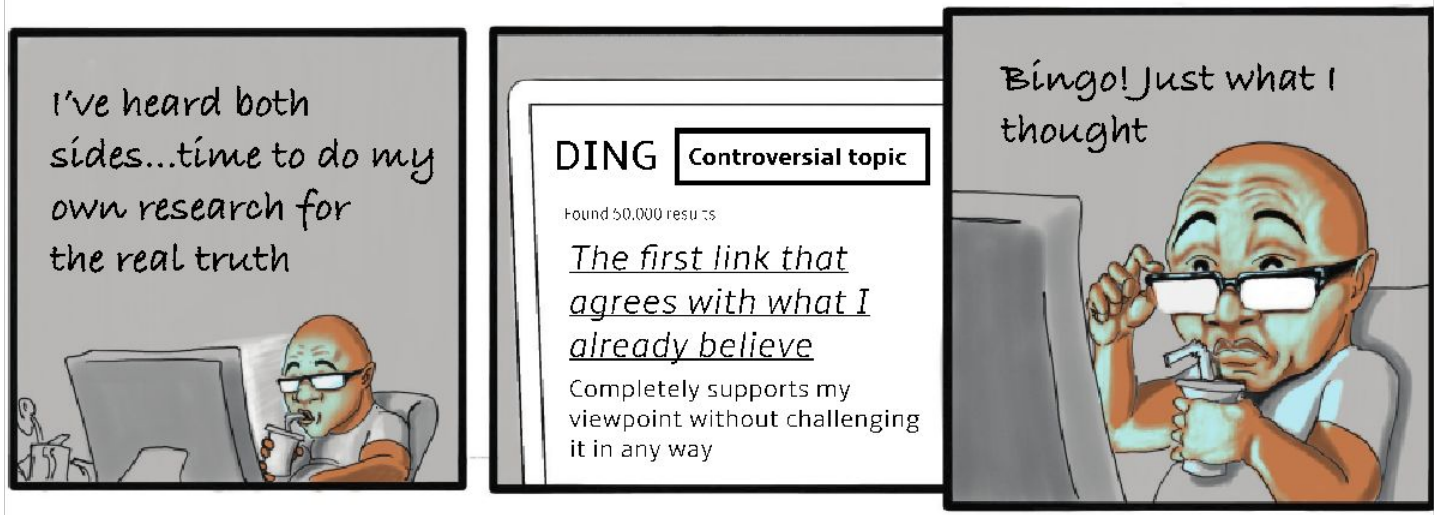
How might representative bias show up?

How might this bias impact the way some people are seen, heard, valued and understood?

Confirmation bias is the tendency to search for, interpret, favor, and recall information in a way that confirms one's preexisting beliefs or hypotheses.

Confirmation Bias

Confirmation Bias



How might confirmation bias show up in schools, organizations, etc?

Are people of color (BIPOC) viewed from an asset-based paradigm or a deficit-based lens?

Look closely

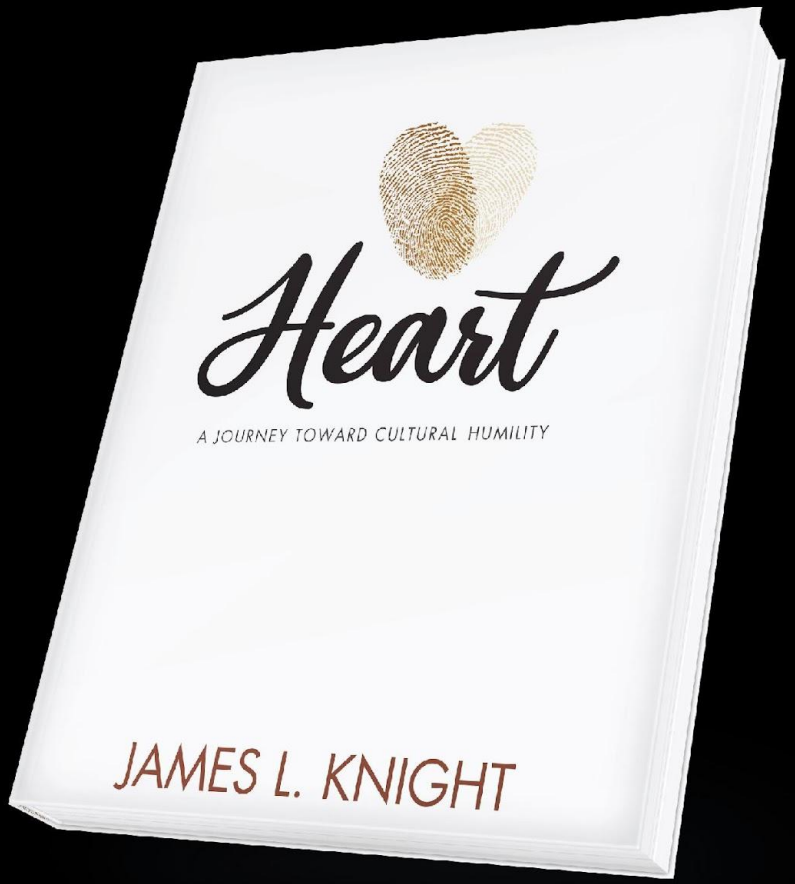
5 Things to Disrupt Those Blind Spots

1. Reduce Tunnel Vision

2. Challenge Implicit Assumption

3. Cultivate Intellectual/Cultural Curiosity

5. Develop Accountability Markers



THANK YOU!

For more information please visit

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