Heart

A JOURNEY TOWARD CULTURAL HUMILITY

Dr. James L. Knight
Choose CULTURAL HUMILITY NOT COMPETENCE
### Cultural Competence vs Cultural Humility

<table>
<thead>
<tr>
<th>Attributes</th>
<th>Cultural Competence</th>
<th>Cultural Humility</th>
</tr>
</thead>
<tbody>
<tr>
<td>View of culture</td>
<td>● group traits&lt;br&gt;● group label associates with a list of traditional traits and practices&lt;br&gt;● de-contextualized</td>
<td>● unique to individuals&lt;br&gt;● originates from multiple contributions from different sources&lt;br&gt;● can be fluid and change based on context</td>
</tr>
<tr>
<td>Culture definition</td>
<td>● Minorities of ethnic and racial groups</td>
<td>● Different combinations of ethnicity, race, age, income, education, sexual orientation, class, faith and more</td>
</tr>
</tbody>
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## Cultural Competence vs Cultural Humility

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

LISTEN
BE HUMBLE
and adaptable

LEVERAGE
LEAD model and advocate for equity

LEARN
LEARN what is most important to others

LEAN IN
UNDERSTAND we all have unique world views

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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.
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

53%  
After sinking one shot

52%  
After sinking two shots

48%  
After sinking three shots

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

What actually happens in the world.

Covered in the news.
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 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
Risk factors
- black
- male
- aggressive body language
- baseball cap on backwards
- short hair
- baggy jacket
- wrong neighborhood

RF = 3

4 > 3

Risk: Acceptable.

Mitigating Factors
- female
- over 40
- loafers
- tie and coat
- window dressing
- Sondheim
- FedEx envelope
- polo shirt

MF = 4

Good evening.

Risk factors
- black
- white
- female
- male
- long hair
- wrong neighborhood
- police officer
- baseball cap

RF = 3

4 > 3

Risk: Acceptable.

Mitigating factors
- female
- white
- briefcase
- groceries
- humming
- Motown
- tie + coat
- over 40

MF = 4

Good evening.
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

I’ve heard both sides... time to do my own research for the real truth

DING Controversial topic

The first link that agrees with what I already believe
Completely supports my viewpoint without challenging it in any way

Bingo! Just what I thought
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?
WHAT DO YOU SEE?

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 www.leadwithhumility.org or email James@leadwithhumility.org