1. Define communication.

   Communication is a successful conveying of ideas and feelings. Examples include gestures, personal sense of space and eye contact.

2. How should you react if you make a derogatory (anti-cultural) comment to a client?

   Acknowledge it, explain why you said it.

3. Define cultural humility.

   Recognizing a cultural trait and that you do not understand its significance.


   a. Stay focused on your goals
   b. Understand the culture within yourself
   c. Manage your attitudes toward the culture
   d. Direct your learning
   e. Develop reliable information sources
   f. Learn about the culture efficiently
   g. Pay attention to surprises
   h. Formulate cultural explanations for behaviors
   i. Take a cultural perspective through a trauma lens
   j. Plan cross-cultural conversations
   k. Control how you present yourself
   l. Reflect and seek feedback

5. Why is knowing your own culture and values an important first step in working with a person who is of a different culture than your own?

   Having that awareness will help you recognize differences and work effectively with that person.

6. Understand what a Genogram is and how it can be an effective tool in learning about a family.
A Genogram can be used as a trauma-screening tool to identify and discuss significant traumatic events, health, self-care, nutrition, drug use/abuse, divorce, violent relationships as they develop over time within a family.

7. What are some examples of white (or Western) privilege?

Receiving preferential treatment, including when a white person is chosen over a person of color for college admission or employment (example, white male with a criminal record is 5% more likely to get a specific job over a person of color with no criminal record); likelihood of imprisonment; media focus of crimes involving persons of color.

8. Define (and be able to apply) cultural dissonance.

Discomfort, confusion or conflict related to encountering a very different culture than our own.

9. Define prejudice, stereotype and oppression and able to differentiate among them.

Stereotype – a widely held but fixed and oversimplified image or idea of a particular type of person or thing

Prejudice – Explicit, known, conscious and usually pejorative judgment, bias, or attitude toward a group. Beliefs and attitudes that people know they hold and can control deliberately and strategically. People have conscious access to their explicit biases and are able to monitor, control and mitigate the impact such biases have on their behaviors.

Oppression – Mistreatment and exploitation of a group, category or team of people or individual. Often includes subordination through the unjust use of force, authority, or societal norms.

10. Understand the Eco-Map and its use.

A tool to assess relationships, supports and resources of a family: finances, jobs, education, food, nutrition, exercise, self-care, lifestyles, values, religion, etc.

11. Define ethnicity.

The fact or state of belonging to a social group that has a common national or cultural tradition.

12. What are primary and secondary characteristics of diversity?
Primary characteristics include age, sex, race, ethnicity, physical abilities, physical qualities, sexual and affectional orientation. A few of these can be changed but only through great cost or effort.

Secondary characteristics include religion, geography, parental status, education, work history, socioeconomics, marital status, military experience and immigrant status.


A federal law that provides funding to states in support of prevention, assessment, investigation, prosecution, and treatment activities relating to child abuse.

14. What is the best way to determine a client’s race?

Ask the client.

15. Know the Characteristics of Culture.

It is learned, shared with members of a group, based on symbols that have agreed-upon meaning, integrated and connected, dynamic and does not exist in isolation.


The ability to quickly understand and effectively communicate in a culture different from your own.

17. Which population group makes up the highest percentage of the world's population?

Asian

18. Define Culture and its aspects.

Culture represents the vast structure of behaviors, ideas, attitudes, values, habits, beliefs, customs, language, rituals, ceremonies and practices "peculiar" to a particular group of people, and it provides them with: a general design for living, and patterns for interpreting reality.

Culture is a strong predictor of behavior.
19. Understand the importance of recognizing real and perceived power for child welfare workers.

Because of perceived power, workers hold the power in the eyes of the family. Workers should seek to mitigate (lessen) power differences in working with families.