



## **Training Course:**

Cultural Competency Training for PCN Staff.

**Facilitator: Race Equality Network**

**Date: September 2022**

### **Knowledge, Understanding and Awareness.**

#### **Cultural Competence**

Cultural competence refers to an ability to interact effectively with people of different cultures.

**There are four parts of developing Cultural Competence:**

1. Awareness of cultural worldviews
2. Attitude towards different cultural worldviews
3. Knowledge of practices and views
4. Cross-cultural Skills

#### **Key terms**

##### **Unconscious Bias**

Unconscious bias happens outside our conscious awareness. It is typically a learned stereotype that's automatic and mostly unintentional.

Unconscious bias can be so systemically ingrained that it can alter our behaviour and how we interact with the people around us.



## **Equality, Equity and Diversity**

**Equality** is treating everyone the same regardless of their differences, and ensuring they have equal access to resources and opportunities.

**Equity** recognises that each person has different circumstances and allocates resources and opportunities fairly to ensure everyone reaches an equal outcome.

**Diversity** refers to the existence of variations of different characteristics in a group of people.

## **Intersectionality**

Intersectionality is about understanding the ways that different types of inequality or disadvantage sometimes overlap to create new obstacles to opportunities or fair treatment that aren't often noticed.

## **Legal Responsibility**

### **Equality Act 2010**

The Equality Act came into action on 1<sup>st</sup> October 2010. The Act protects us all by making it against the law to discriminate against or harass someone because of a [protected characteristic](#).

The Equality Act 2010 says public authorities must comply with the Public Sector Equality Duty. This includes anyone providing a service or facilities to the public. It is the duty of public authorities to:

- Eliminate discrimination
- Advance equality of opportunity
- **Foster good relations between different people when carrying out their activities.**



## **Discrimination**

**Direct discrimination** occurs when someone is treated less favourably in the workplace because of a protected characteristic.

**Indirect discrimination** occurs when a workplace policy or procedure applies to everybody, but it puts those who have a protected characteristic at a disadvantage.

**Victimisation** is treating someone badly because they have done a 'protected act' under the Equality Act 2010 e.g. making a complaint about discrimination.

## **Protected Characteristics:**

Age

Ethnicity

Gender reassignment

Sex

Religion/belief

Disability

Sexual orientation

Marriage/Civil partnership

Pregnancy/maternity

## **The Right Impression Iceberg:**

**Observed Behaviour** relates to what you say, how you sound and how you look.

**Unseen Qualities** relates to values, abilities, beliefs, skills and experience.



### **First Impressions – The VVV approach:**

**V – Visual (how you look)**

**V – Verbal (what you say)**

**V – Vocal (how you sound)**

The approach here is to evaluate your first impressions based on the VVV approach. We ask you to then re-evaluate your impressions about an individual, once you have got to know them. Has your opinion changed?

### **Prioritising Self Growth:**

D1 – Low competence and high commitment.

D2 – Low to some competence and low commitment.

D3 – Moderate to high competence, variable commitment.

D4 – High competence, high commitment.



### **Action Planning Tool Kit:**

- Identify an issue you want to resolve
- What are your specific goals?
- What risks are involved?
- Are the risks worth the goals?
- Who do you need to convince? Who are the gatekeepers?
- What power or influence do you have to achieve the goal?
- What resistance might you encounter?
- How can you decrease it?
- What support do you have and how can you increase it?
- How will you measure your success?
- What next steps will you need to take? – be specific

### **Contact Information**

[Humma@raceequalitynetwork.org.uk](mailto:Humma@raceequalitynetwork.org.uk)

[www.raceequalitynetwork.org.uk](http://www.raceequalitynetwork.org.uk)

**Twitter:** @network\_race

**Facebook:** Race Equality Network

**YouTube:** raceequalitynetwork