



Welcome to

The Culture of You, Me, & We Moving Towards a Greater Sense of Us

THE TRAINING WILL BEGIN SHORTLY! WHILE YOU'RE WAITING...


Icebreaker Question
(answer in the chat)
What's your go-to snack for a movie night?

Survey & Certificate of Completion
Available following the training.
CEUs available for LCSWs, LMFTs, LPCCs, and LEPs

Connect With Us! 

VISIT CALTRIN.ORG & SCAN TO LEARN MORE 

1



Hi, We're CalTrin!

Who we are

- The California Training Institute
- Funded by the State of California, Dept. of Social Services, Office of Child Abuse Prevention (OCAP) to support child abuse prevention through professional development and extended learning opportunities.
- Designed for staff of family strengthening and child abuse prevention organizations in California, including Family Resource Centers, Child Abuse Prevention Councils, community-based organizations, and other child and family serving systems.

What we offer

- Live webinars & small group training
- Virtual, self-paced courses
- Job aids & other resources

This training was made possible with funding from the California Department of Social Services, Office of Child Abuse Prevention. Any opinions, findings, conclusions, and/or recommendations expressed are those of the CEBG/CalTrin and do not necessarily reflect the views of the California Department of Social Services.

2

UPCOMING TRAININGS

mark your calendars!


Visit caltrin.org to view and register for upcoming webinars or workshops

 November 19 Social & Emotional Competence of Children	 December 3 Leading Through Change
 November 21 Pause, Reset, Nourish	 December 11 Stewards of Children
 November 26 Addiction & Recovery: Cultural Elements of Working with Hispanic, Latino/a, & Latinx/e Populations	 December 12 Building a Resilient and High-Performing Organizational Culture


3

Before We Begin...


DURING




The notetaking slides and reflection workbook are in the chat now!



Review interactive features for today's session. Locate the controls on the toolbar at the bottom of your screen.




This presentation is being recorded.




External AI assistants are not allowed in CalTrin trainings due to California privacy laws.

AFTER



Complete the survey to receive your Certificate of Attendance. CEUs available for LCSWs, LMFIs, LPCCs, and LEPs.

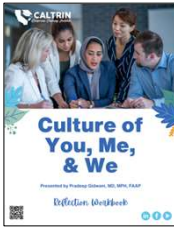


A follow-up email will be sent to all participants within two days.


4

TRAINING RESOURCES


Workbook Page # x



Fillable Reflection Workbook



Notetaking PPT Slides



5



The Culture of You, Me, & We

Presented by Pradeep Gidwani, MD, MPH, FAAP



6

CALTRIN
California Learning Institute

Speaker SPOTLIGHT

Pradeep Gidwani, MD, MPH, FAAP

- Pediatrician and community health leader
- Past President of AAP-CA3 and a member of the Board Governors at the San Diego Foundation
- Expertise in child development, infant and early childhood mental health, childhood trauma, parents' perception of childhood behaviors, and cultural issues in healthcare

Medical Director, Healthy Development Services and First 5 First Steps Home Visiting Services, AAP-CA3

ICHD is not responsible for the creation of content and any views expressed in its materials and presentations.

7

Goals

- Today's session will give you the opportunity
 - to understand what is culture
 - to reflect upon your beliefs and consider how they developed
 - to consider how our beliefs and sense of identity contributes to our feelings of mattering and belonging

Culture of One

8

Today's Expectations

- Safe space
- Respect and humility
- Active participation in whatever way is comfortable
- Vulnerability
- Willing to learn and change
- You are valued and add to the richness of our community
- We are on a journey

Culture of One

9



Reflection – 1st Impressions 2

- Take a moment to write your 1st impression of me
- No one will see what you write, and we will check in later to how it changes
- It may include
 - My physical appearance
 - My voice
 - My bio

Culture of One

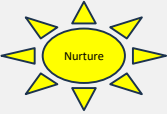
10

Promise of US

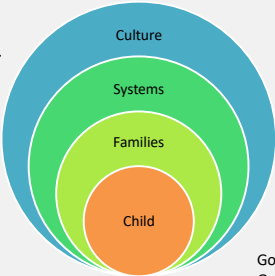




11

Children and Families are Always at the Center




Nurture





Healing

1. Nurture Across the Lifespan
2. The Culture of One
3. Human Development through the Lens of Child Development
4. Systems Building
5. Healing Relationships




Goodness, Growth, Being Grounded, and in Flow

12

Difficult Experience and Trauma

- Trauma is often the result of an overwhelming amount of **stress** that exceeds one's ability to cope, or integrate the **emotions** involved with that experience
- Trauma differs between individuals, according to their subjective experiences
- **Unprocessed events, experiences, or emotions can be triggering**




Culture of One

13

Throughout Our Time Together

Before we get into the material, we will be talking about things that are real in your life.

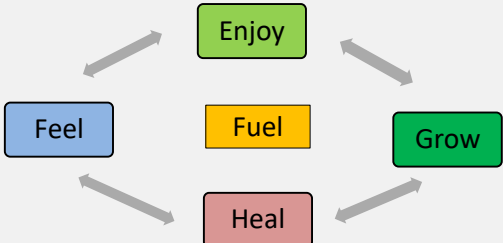


Tune into your body and mind, if you need to take a breath or a break, you can at anytime.

Culture of One

14

Pathways to Growth



Culture of One

15

Part 1

What is culture

Culture of One

16

Our Current Conversation

- Focused on Race and Ethnicity
 - **Race** is based on phenotypic features, primarily skin color
 - **Ethnicity** is a grouping of people who identify with each other on the basis of shared attributes that distinguish them from other groups such as a common set of traditions, ancestry, language, history, society, culture, nation, religion, or social treatment within their residing area
- Typically, individuals identify with their country of origin and ethnicity (Lewis, 2000)
- Are the terms Latino or Asian meaningful?

Culture of One

17

Let's Start with a Wider Lens

- How does
 - A child growing up in US, with dark skin color categorized by US census as 'black American' (race)
 - but may be Jamaican American (ethnicity)
 - and is a fourth-generation immigrant, her cultural heritage is 'American' (culture)
- See herself?
- How might it influence her receiving help?

Culture of One

18

What is Culture

“What comes to your mind when you hear the word culture?”

Culture of One

19

Culture is

- It is way of life, especially as it relates to the **socially transmitted** habits, customs, traditions, and beliefs that **characterize a particular group of people at a particular time.**
- It includes the behaviors, actions, practices, attitudes, norms and values, communications (language), patterns, traits, etiquette, spirituality, concepts of health and healing, superstitions, and institutions of a racial, ethnic, religious, or social group.
- **It is the lens through which we look at the world**
(Edwards, Ellis, Ko, Saijfer, & Stuczynski 2011)

Culture of One

20

Under Our Radar

- Our own culture is often hidden from us, and we frequently describe it as “the way things are”
- As members of a majority cultural group, it may be difficult to identify certain values and norms of behavior as being connected to cultural background

Culture of One

21

Is every interaction cross-cultural?



Culture of One

22

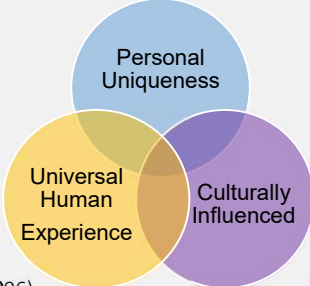
Cultural Pothole



Culture of One

23

Three dimensions



(Marsella et al., 1996)

Culture of One

24

Universal dimensions

1. Biological features
 - Basic needs: food, reproduction, physical comfort, safety, movement, growth, health, awareness of mortality
2. Emotions
 - Happiness, sadness, fear, anger, disgust, contempt, surprise, envy, excitement, boredom, shame, guilt, love, hate
 - Physical expression of some emotions (facial expressions, laughter, crying, etc.)
 - Empathy

Culture of One

25

Maslow

Maslow's Hierarchy of Needs
Revised Pyramid & Ladder Visual Interpretation

Culture of One

26

Maslow Never Created a Pyramid

Maslow is adamant that "any behavior tends to be determined by several or all of the basic needs simultaneously rather than by only one of them (Maslow, 1943)" (Bridgman et al., 2018, pp. 90-91).

Culture of One

27

Culture Influences Universal Experiences

- Universal capacity to experience and express basic emotions (e.g. Izard, 1994)
 - Joy, fear, anger, sadness, disgust, shame, guilt
- Strongly challenged (e.g. Russell, 1994)
- All humans have capacity to experience and express fear, helplessness, horror
- Although, cultural factors may influence likelihood that fear will be evoked or expressed

Culture of One

28

Cultural Influences

3. Social constructs

- Family, territorial, and other groups; in-group/outgroup distinction
- Marriage; rules and customs governing sex
- Status and roles; division of labor
- Special occasions, rituals, rites of passage, mourning
- Trade and gift-giving
- Law, government and leadership
- Art, music, dance, poetry, games, play
- Religious and supernatural beliefs

Culture of One

29

Cultural Influences

4. Values

- Sense of right and wrong; conscience
- Justice; reciprocity – positive (Golden Rule) and negative (retaliation, redress of wrongs) • Generosity
- Honesty (or the appearance thereof)
- Avoidance of conflict, condemnation of violence
- Commitment to something greater than the self (e.g. state, community, cause, religion)
- Self-respect, but with humility, self-discipline, & accountability
- Service to humankind; helping others
- Respect and caring for people, other living things, and environment

Sources: Brown, 1991; Kinnier et al., 2000; Malinowski, 1960 (cited in Brown, 1991, pp. 66-67); Matsumoto et al., 2000; McCrae, 2000; Moore et al., 1999

Culture of One

30

3 Levels Cultural

Surface Culture – What you can see – The Tree


- Elements of culture such as language, food, dress including hair style, folklore, art, music, literature, housing, holidays & celebrations

Shallow Culture – Unspoken rules/norms about behavior & relationships –The Roots

- Displays of emotions, attitudes towards elders and raising children, concepts of time, verbal and nonverbal communication like eye contact, understanding of hierarchy, gender, privacy, work & money, who is trusted source of information, honesty & integrity

Deep Culture - Challenging to uncover – Core Culture – The Soil

- Underlying values and notions of truth, identity, and society that govern our worldview (unconscious assumptions) - It also contains the cosmology that guides ethics, spirituality, health, and theories of group harmony



Zaretta Hammond's tree model from *Culturally Responsive Teaching and the Brain* (2015)


Culture of One

31

Personal Reflection

3

- How would you describe your culture to someone from another culture?
 - Cultural Tree (what is easy to see)
 - Cultural Roots (what is underneath)
 - Cultural Soil (what is deeply held)



Culture of One

32

Our Personal Uniqueness

Our Lens and Filters are Created by

- Experiences
 - Personal
 - Family
 - Cultural (Current and Historical)
 - Cultural Context
- Expectations
- Beliefs
- Memories
- Stories

Effect How We See the World



Culture of One

33

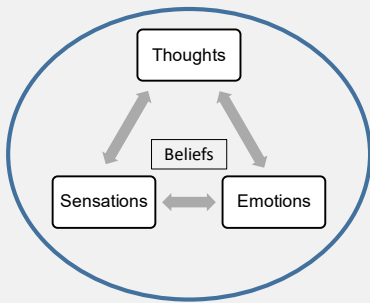
Our Lens and Filters Create Our Bubble of Perception



Culture of One

34

Looking into Our Inner World



Words
Stories

Actions
Behaviors

Culture of One

35

Looking into a Mirror

Explore our

- Experiences
 - Personal
 - Family
 - Cultural (Current and Historical)
 - Cultural Context
- Expectations
- Beliefs
- Memories
- Stories



Culture of One

36

My Cultural Journey - Childhood

- Born in Bombay (Mumbai), India
- Immigrated to US at 18 month (1st Generation Immigrant/Attachment Disruption)
- Lived in Cleveland, Ohio
- Frequent trips back to India – 5, 7, 9, 11, 13, and 17 (Seeing suffering)
- Tight-knit Progressive Indian Community (No native language)
- Mother - 1st surgeon at the Cleveland Clinic (Women's rights)
- Father – Engineer who worked at GE for 25 years (Systems approach – QI)
- My parents experienced Partition of India, and my grandparents lost a everything and re-built their lives in their 50s (Family's story of resiliency)
- Our "Housekeeper" was a significant family member

Culture of One

37

My Cultural Journey – Education and Work

- Public School in the Suburbs of Cleveland
- College Anthropology Major (Culture and Covert Inequality)
- Field Working - the CDC in STD Prevention (Health Inequality)
- Congressional Commission Infant Mortality (+ Gender communication style)
- Medical School (2nd Generation MD) (Study some TCM and Mind/Body)
- Pediatric Residency – Cincinnati, OH (Population Health)
- Fellowship & MPH – Research in Boston (Culture and ADHD) (Herbert Benson)
- Asthma & Chronic Illness in San Diego (Health Inequality)
- Studied with don Miguel Ruiz (former Neurosurgeon and Shaman)
- Yoga Teacher Training
- Development and Behavioral Services in San Diego

Culture of One

38

My Cultural Journey - Personal

- Seen as an East Indian Immigrant (others often confused by my origins/ethnicity)
- Married Late 44
- My wife biologically is Japanese/Irish, but her mother remarried, and she grew up culturally Japanese
- 3 Stepsons
 - 1 Latino/Japanese/Irish
 - 2 Native American/Japanese/Irish
- First dog - German Shepard who had pet rabbits
- Currently, my youngest son's rescue dog (feral)
- 7 Chickens

Culture of One

39

My Race/Ethnicity Journey

- 1st Generation Immigrant – Social inequity in India helped me see it in US
 - Parents' knowledge of US culture/He is not of our religion/Insults after Gulf War 1
- College – Where are you from? - Health Disparities - Drive While Black
- CDC – STD Intervention Counselor (Gay and Multi-ethnic communities)
- National Commission to Prevent Infant Mortality (All female/multi-ethnic office)
- Medical School – Watched while at a store, always
- Fellowship – When did your parents have the “talk” with you? And the Black Tax
- Annie E Casey training – colleagues still putting up with the unacceptable
- My wife’s step-father was at Manzanar internment camp
- My Step-Sons’ Native American History
- Our current racial reckoning
- AAPI Fund at SD Foundation

Culture of One

40

My Lens and Filters

- Relationships are central to everything (especially family)
- Resilience
- Indian-ish
- Cultural
- Inequality and justice – race/ethnicity and gender
- Clinical – Western (Allopathic) trained – open to other traditions
- Developmental – Attachment - Regulation
- Trauma
- Family Support
- Strengths based
- Nurture throughout the lifespan

Culture of One

41

Looking into Our Inner World

Words
Stories

Actions
Behaviors

Culture of One


42

Reflection - Looking Through a Window 4

I shared 4 windows into my world
 What is your view of me, now?
 What changed? Why?

We can only have a window into another person's world

We can see only a part of another's world



Culture of One

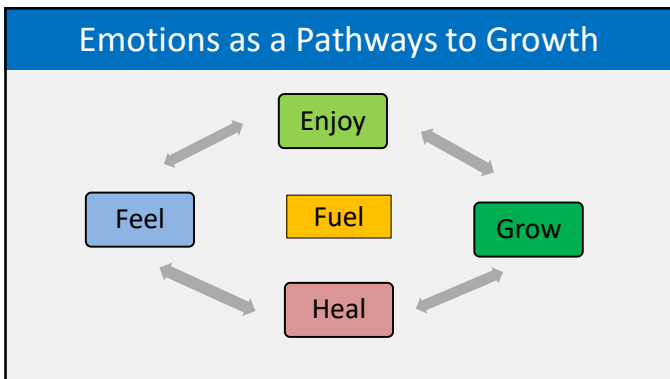
43

Part 2

Now, it's your turn

Culture of One

44



45

Self-Regulation

- The ability to understand and manage your behaviour and your reactions
 - Noticing and tracking changes in our environment
 - Understanding our feelings and reactions
 - Comparing our behavior to our self-determined level of acceptable control
 - Adjusting our behavior to return to that level of control
- Emotional regulation is the processes individuals use to manage and respond to their emotional experiences in appropriate and adaptive ways.

Culture of One

46

What Emotions May Arise?

What emotions may be evoked in conversations when exploring our culture?

• Fear	• Surprise
• Anger	• Joy
• Guilt	• Amazed
• Shame	• Proud
• Loss/Grief	• Excited
• Sad	• Funny

Culture of One

47

Group Reflection

5

- What other emotions may arise?
- How do emotions show up for you?

Culture of One

48

Loss and Grief

- People fear loss more than change
 - Loss of control
 - Loss of certainty
 - Loss of knowing/being right
 - Loss of competence
 - Loss of comfort
- The pain of grief is compounded by unresolved grief that has not been processed

Culture of One

49

Co-Regulation

- Is warm and responsive interactions that provide support and that help someone understand, express, and modulate his or her feelings, thoughts, and behaviors
- Has an aspect of holding space – sense of safety/being heard
- Can you remember helping someone else regulate? A child, a loved one, a colleague, a client?
- We release positive neurotransmitter and emotions when we do!

Culture of One

50

Regulation Help Us Reflect

Relationships create resiliency (strength) by developing the capacity to regulate, reflect, and reframe

Relationships

Regulation –
Reflection –
Reframing

Resilience

It is said that we learn from experience when in truth, we learn from reflecting on our experiences. Kristie Brandt, CNM, DNP

Culture of One

51

Looking into a Mirror

Explore our

- Experiences
 - Personal
 - Family
 - Cultural (Current and Historical)
 - Cultural Context
- Expectations
- Beliefs
- Memories
- Stories



Culture of One

52

Personal Reflection 6

- Reflect on “What created your personal uniqueness?”
 - Your childhood? Your family? Your community?
Your experiences? Your education? Your work?
Your inter-generational history?
- Can you identify some of your lenses and filters that influence how you see the world?

Culture of One

53

Breakout Session #1 7

- We are going to break into groups of 4-5 and take a Personal Cultural Journey
- First, introduce yourself and
- Share an aspect about “What created your personal uniqueness?”
- Can you identify some of your lenses and filters that influence how you see the world?

Culture of One

54

De-Briefing Your Journey

- What did you learn about yourself?
- How did it feel to share your story with someone else?
- Do you feel closer to the person whose story you heard?
- Was there enough time?

Culture of One

55

Personal Reflection

8

- When does the culture of your family give you strength?
- When has the culture of your family limited you?
- Where have you not fit in with your culture of origin?

Culture of One

56

Remember to Breathe



Culture of One

57

My Brother – Same Culture?



Culture of One

58

Differences Between and Within

Members of the same culture vary widely in their beliefs and actions. We all have unique identities that we develop within our cultures, but these identities are not fixed or static. This is the reason that stereotypes do not hold up: **no two individuals from any culture are exactly alike.**

Ahearn et al. (2002)

Culture of One

59

Personal Reflection


9

- Think of a family member who your personal uniqueness overlaps with?
- Think of a family member who your personal uniqueness does not overlap with?

Culture of One

60

What Created Cultural Gaps?



Culture of One

61

What Other Gaps Besides

- Race
- Language
- Nationality
- Immigration
- Religion
- Age/Generation
- Gender
- Sexual orientation
- Income level
- Education
- Occupation
- Military Service
- Where you grew up
- Marriage/Long term partner
- Children
- Pets

What else creates potential gaps?

Culture of One

62

Personal Reflection

10

- Where have you seen and/or experienced cultural gaps?

Culture of One

63

Identity

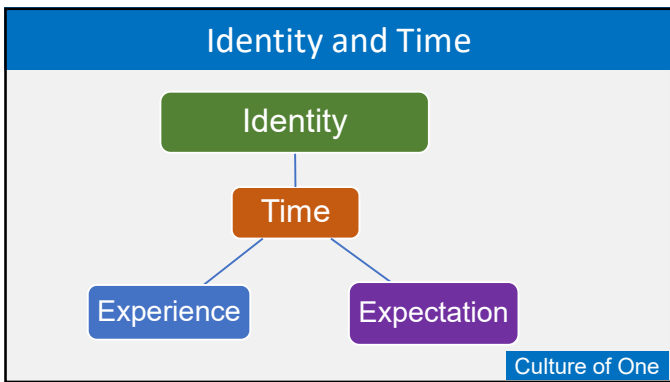
Refers to properties to which we feel a special sense of attachment or ownership.

Consists of those properties she takes to “define her as a person” or “make her the person she is”, and which distinguish her from others.

Personality traits abilities, likes and dislikes, your belief system or moral code, and the things that motivate you — these all contribute to self-image or your unique identity as a person.

Culture of One

64



65

Personal Reflection

11

- What do you most identify with in your unique personal culture?

Culture of One

66

De-Identifying from Identity

- Working with don Miguel Ruiz – Recapitulation exercise - we wrote our personal story so many times as a process of becoming less identified with our story
- What are the benefits of being less identified with your own story
 - One of the 4 Agreements – Don't Take Things Personally
 - Being less defensive, more open to others

Culture of One

67

Our Sense of Identity and Connection/Belonging are also created by

• Race	• Income level
• Language	• Education
• Nationality	• Occupation
• Immigration	• Military Service
• Religion	• Where you grew up
• Age/Generation	• Marriage/Long term partner
• Gender	• Children
• Sexual orientation	• Pets

What else creates a sense of connection? **Culture of One**

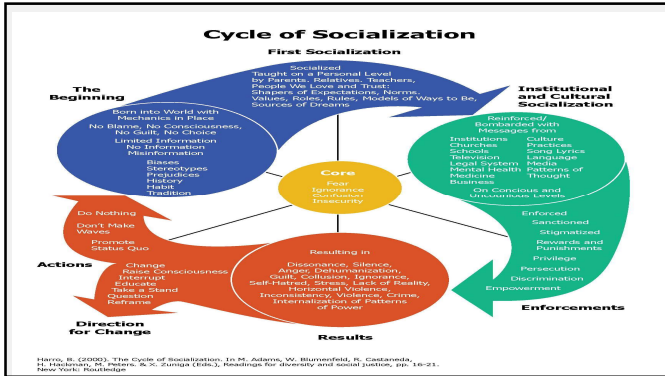
68

Part 3

Enculturation and Socialization

Culture of One

69



70

The Beginning

- Born into World with Mechanics in Place
- No Blame, No Consciousness, No Guilt, No Choice
- Information No/Limited/Misinformation
 - Biases
 - Stereotypes
 - Prejudices
 - History
 - Habit
 - Tradition

Culture of One

71

First Socialization

- Socialized By People We Love and Trust:
- Taught on a Personal Level by Parents, Relatives, Teachers, Peers, Mentors
 - Shapers of Expectations, Norms, Values, Roles, Rules, Models of Ways to Be, Sources of Dreams
- Reinforced by group affiliations (who you hang out with that is taught the same message)

Culture of One

72

Personal Reflection 12

- What messages did you receive and from whom?
- Consider your First Socialization
 - Taught on a Personal Level by Parents, Relatives, Teachers, Peers, Mentors
 - Shapers of Expectations, Norms, Values, Roles, Rules, Models of Ways to Be, Sources of Dreams
 - Reinforced by group affiliations (who you hang out with that is taught the same message)

Culture of One

73

Institutional and Cultural Socialization

Reinforced/ Bombarded with Messages from

<ul style="list-style-type: none"> • Institutions • Culture Practices • Churches • Businesses • Schools • Song Lyrics 	<ul style="list-style-type: none"> • Television • Language • Legal System • Media • Mental Health • Medicine
---	--

- On Conscious and Unconscious Levels
- These perceptions become normalized; you do not question the way things are

Culture of One

74

Personal Reflection 13

- What messages did you receive and from whom?
- Consider Institutional and Cultural Socialization
 - Institutions, Culture Practices, Churches, Businesses, Schools, Legal System, Mental Health, Medicine
 - Television, Language, Media, Song Lyrics

Culture of One

75

Enforcements

- Rewards & punishments, support & stigmas
 - You receive positive messages when you act according to what you are taught even if it isn't truth
 - You receive negative messages when you question the status quo
- Enforced vs Sanctioned
- Stigmatized vs Rewarded
- Punished vs Privileged
- Persecution/Discrimination vs Empowerment

Culture of One

76

Results

- Internal feelings and social standing
 - "Normal:" confidence, security, autonomy, access to opportunities
 - "Abnormal:" shame, silence, isolation, anger, stress, barriers to achieve
- Dissonance, Silence, Anger, Dehumanization, Guilt, Collusion, Ignorance, Self-Hatred, Stress, Lack of Reality, Horizontal Violence, Inconsistency, Violence, Crime, Internalization of Patterns of Power

Culture of One

77

Personal Reflection

14

- What Enforcements have you experienced?
- What either made you go along or rebel?
- How did those situations or expectations make you feel? (Results)

Culture of One

78

Remember to Breathe



Culture of One

79

Actions

1) Continue back to "The Beginning" and perpetuate biases, stereotypes, norms, histories, habits & traditions

- Do Nothing
- Don't Make Waves
- Promote Status Quo

2) Break the Cycle--
Cycle of Liberation


- Change
- Raise Consciousness
- Interrupt
- Educate
- Take a Stand
- Question
- Reframe

Culture of One

80

Core

- Why do we go along with what we are socially taught?
 - We know what it feels like to be isolated
 - We are scared of what we don't know



Biologically the need to belong = Survival

Culture of One

81

Personal Reflection

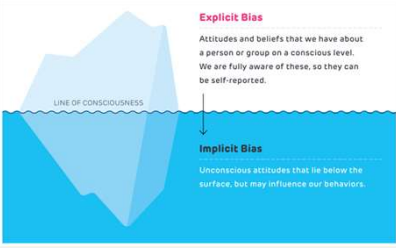
15

- Can you remember times when you went along with what you were socially taught?
- Can you remember times when you did not go along with what you were socially taught?
- Can you see how powerful our social conditioning is? (Our need to belong)

Culture of One

82

Bias – Explicit and Implicit



- Individual
- Institutional
- Internalized

Does the Cycle of Socialization help you understand implicit bias develops?

Culture of One

83

Remember to Breathe



Culture of One

84

Group Reflection

16

- What did you learn from the Cycle of Socialization?
- Reflect on “What has shaped your beliefs about belonging and mattering through the lens of the Cycle of Socialization?”
 - Your experiences? Your friendships?
 - Your family? Your community?
 - Your education? Your work?
 - Social and cultural institutions?
 - Media?

Culture of One

85

Part 4

Moving toward US (Humanity)

Culture of One

86

Our Sense of Identity and Connection/Belonging are also created by

- Race
- Language
- Nationality
- Immigration
- Religion
- Age/Generation
- Gender
- Sexual orientation
- Income level
- Education
- Occupation
- Military Service
- Where you grew up
- Marriage/Long term partner
- Children
- Pets

What else creates a sense of connection?

Culture of One

87

Personal Reflection 17

- What do you identify with that gives you a sense of belonging?

Culture of One


88

Nurture Frame to DEI Forward

DEI Framework	Maslow	Nurture Lens
Safety missing	Safety/Physiologic	Safety
Diversity	Self Actualization Self Transcendence	Dignity
Equity	Esteem	Mattering
Inclusion	Love/Belonging	Love/Belonging

89

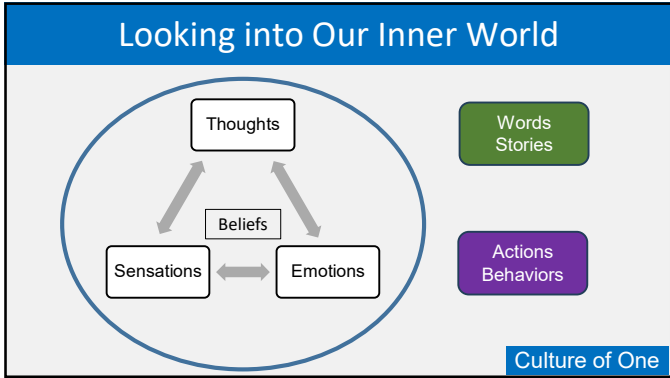
Building Bridges



By HikingArtist.com

Culture of One

90



91

Bridging Different Worlds

- Relationships would be based on two-way communication, cooperation, and coordination, and also on collaboration
- Breakdowns are more often to differing **needs, values, and levels of trust** than a lack of interest or unwillingness

Culture of One

92

Our Current Challenge

Level	Needs	Values	Trust
Individual/ Family			
Workplace/ Community			
USA			
Humanity			

Culture of One

93

Is every interaction cross-cultural?



Culture of One

94

Self-Awareness

- What are our personal needs, values, attitudes, beliefs, biases, and behaviors
- How do they influence (consciously or unconsciously) our interactions with other people?
- What are our assumptions and expectations for other people's behavior?
- How does our level of trust impact our perceptions and interactions?
- How does our level of stress impact our perceptions and interactions?

Culture of One

95

Assumptions

“Don't make assumptions, have the courage to ask questions”
don Miguel Ruiz – the 4 Agreements

- Making assumptions happens automatically, believing your assumptions becomes a choice when you train yourself to see them
- First you must become aware of your assumption (or implicit belief/bias), then you can reflect
- Maybe you choose to re-frame your underlying belief

Culture of One

96

Reflection Promotes Growth

Relationships create resiliency (strength) by developing the capacity to regulate, reflect, and reframe

It is said that we learn from experience when in truth, we learn from reflecting on our experiences. Kristie Brandt, CNM, DNP

Culture of One

97

Bridges to Other People

- Build trust
- Learn about other people – their needs, ways of responding, what their behavior is saying
- Ask with openness and genuine curiosity
- Set the expectation and check if it is understood
- Encourage two-way communication
- Focus on strengths
- Create positive moments, memories, and stories
- Create a sense of us (belonging and mattering)

Culture of One

98

Safety & Trust are Foundational

- What makes you feel safe?
- What makes another person feel safe?
- What creates trust?
- How do you know when you are trusted?
- What helps another person to feel heard, seen, and “felt” by you?
- What helps another person feel important to you? (Mattering and Belonging)

Culture of One

99

Trust

- **Benevolence:** The degree to which the other party takes your best interests to heart and acts to protect them
- **Reliability:** The extent to which you can depend upon another party to come through for you, to act consistently, and to follow through
- **Competence:** Belief in the other party's ability to perform the tasks required by his or her position
- **Honesty:** The degree to which the other person or institution demonstrates integrity, represents situations fairly, and speaks truthfully to others
- **Openness:** The extent to which the other party welcomes communication and shares information

Culture of One

100

Cycle of Communication

- Willingness
- Openness
- Humility
- Understanding

Culture of One

101

Nonverbal Communication

7% Words

38% What You Hear

55% What You See or Feel

Culture of One

102

The Need to be Seen and Heard

A green arrow points from left to right, curving upwards. Three stages are marked along the arrow: 'Tolerance' at the start, 'Acceptance' in the middle, and 'Affirming' at the tip. A small grey circle is at the tip of the arrow. The text 'Culture of One' is in a blue box at the bottom right.

103

Group Reflection

18

What Can You Do When You Step Into a Cultural Pothole?

A black and white photograph of a road with several potholes. The text 'Culture of One' is in a blue box at the bottom right.

104

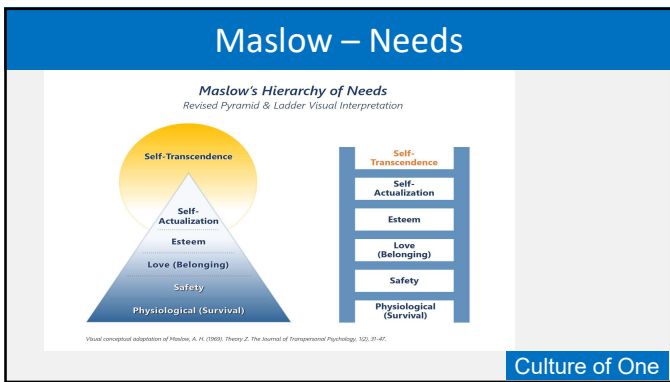
Your Half of the Relationship

An illustration of two people sitting on a bridge made of green blocks. A waterfall flows between them. The text 'Culture of One' is in a blue box at the bottom right.

105

Our Current Challenge			
Level	Needs	Values	Trust
Individual/ Family			
Workplace/ Community			
USA			
Humanity			
			Culture of One

106



107

Group Reflection - Values 19

- What are “American Values”
 - Majority culture
 - Minority cultures
 - Unfilled Promise of US
 - Unhealed wounds (ruptures)
- What are common human values?

Culture of One

108

Remember to Breathe



Culture of One

109

Group Reflection Building Trust

20

- How do we do we build trust?
 - Community level
 - County level
 - Level of Humanity

Culture of One

110

Possible Solutions

- Newborn Support Teams
- Change childcare to community of caring adults
- Re-think Schools – Community School Model
- Creating a Service Corp – bringing young adults together to improve our country and meeting people from different backgrounds
- Travel with home stays
- End of Life Care

Culture of One

111



112

Thanks for joining us!
WHAT'S NEXT?

- Survey and certificate in the chat now
 - LCSWs, LPCCs, LMFTs, and LEPs – complete additional survey section to receive CEUs
- Follow-up email with resources within two days
- Watch your inbox for the next issue of *CalTrin Connect*

Stay Connected for More Free Training & Resources!

VISIT CALTRIN.ORG & SCAN TO LEARN MORE



FOLLOW US! AND CHECK OUT TRAINING REPLAYS ON YOUTUBE!



113
