



Department of Human Services  
**Human Services Institute**  
*Professional Development Seminars*

**“Cultural Competency”**

**Date:** Wednesday, September 25, 2019

**Course times:** 9:30 am – 3:30 pm

**Location:** One Bergen County Plaza • Room 460 • Hackensack, NJ 07601

**About the Course:**

This workshop examines what constitutes the ethnic and cultural differences in the assessment and treatment of individuals. Being culturally competent is crucial in providing an effective diagnosis.

**About the Instructor:**

Dr. Paula Rodríguez Rust is a sociologist (social and behavioral science) specializing in bullying and cultural competence. After teaching for 12 years, she left a tenured Associate Professorship and now works independently with schools and professional medical, social work, judicial, and law enforcement organizations in New Jersey. Services include school climate consulting; student assemblies; parent education; risk assessment including student, staff, and parent surveys; and professional workshops on effective anti-bullying practices, cyber bullying, cultural competence, sexual orientation & gender diversity, and racial, ethnic, & cultural diversity.

**Who Should Attend:**

This intermediate level workshop is for social workers and social service professionals who are looking to understand how to communicate effectively cross-culturally within their practice.

**Learning Objectives:**

- Communicate effectively and provide services across cultural differences in a variety of contexts.
- Recognize differences while avoiding stereotypes.
- Recognize individuality and variation within cultures

**Course Outline:**

9:00-10:00:

- Importance of Cultural Competency in effective communication
- Basic concepts
- Cultural myopia (“The New Yorker’s View of the World”)
- Religious cultural diversity – examined through case studies

10:00-11:00:

- Cultural differences confounded by Social Inequities
- Social Class differences: A Matter of Culture?
- Differences in Mental, Physical and Social Ability: Disability cultures

11:00-12:00:

- Sexual Orientation, Gender Identity and Expression: LGBTQI Culture
- Framework for understanding ethnic/national cultural differences

12:00-12:30 – Lunch break

12:30-1:30:

- Distinguishing culture from other factors
- Dimensions of cultural variations
- Small group activity to discuss ways in which your organizational procedures/practice reflects your culture/dominate culture and ways to alter in order to create a welcoming environment for clients from diverse backgrounds. This includes a short video.

1:30-2:30:

- Communication differences – small group activity on: analysis of a conversation between people of different cultural background: identify the cultural differences underlying the failure to communicate.
- Clinical Scales and Cultural biases.
- Medical Care and Cultural Misunderstandings.

2:30-3:30:

- Small group activity – discussion of hypothetical case study of cross cultural misunderstandings that led to inappropriate patient care.
- A different view of “Asian Somatization.”
- Question and answers.

**The cost is \$60.00 per person. No refunds are available.  
Make check payable to: “County of Bergen”**

**Send registration to:**  
Terry Cannon  
Department of Human Services  
One Bergen County Plaza, 2nd Floor  
Hackensack, NJ 07601

***NJ Social Workers: An application has been made for consideration of  
5 Social and Cultural Competency credits for this course***

**To receive a certificate (for CEs):**

Participant must pay the fee, attend entire workshop, sign in, sign out, *and* complete an evaluation. Certificates will be distributed at the conclusion of the workshop.

***If you have any questions or concerns, or need special accommodations,  
please call (201) 336-7425.***

Visit [www.co.bergen.nj.us/hsi](http://www.co.bergen.nj.us/hsi) for more information