

# **Cultural Humility: Diversity, Inclusion & Equity**

Continuing Professional Training  
Ohio Peace Officer Training Commission  
Course Hours: Four (4)



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# **Review of General Police Order Bias-free Policing 1.07.08**



# **CPD Bias-Free Policing**

## **G.P.O.1.07.08**

**Biased-based policing is strictly prohibited**

**Ensure bias-free encounters by relying on information that is accurate, specific, and free from bias while developing reasonable suspicion and/or probable cause**



# **CPD Bias-Free Policing**

## **G.P.O.1.07.08**

**Members shall not:**

- 1. Engage in, ignore or condone bias-based policing;**
- 2. Use harassing, intimidating or derogatory language verbally, in writing, or by gesture concerning any demographic category;**





# **CPD Bias-Free Policing**

## **G.P.O.1.07.08**

**Members shall not:**

**Determine reasonable suspicion or probable cause based upon a demographic category, except when the characteristic is part of an actual and credible description of a specific suspect in an investigation that includes other identifying factors;**



# **CPD Bias-Free Policing**

## **G.P.O.1.07.08**

**Members shall not:**

**Determine reasonable suspicion or probable cause based only on an individual's criminal history;**

**Delay or deny police services based on an individual's demographic category**

# **Module 1:**

# **Introduction**

What are you leaving at the door, and what are you bringing in?

# **ICEBREAKER EXERCISE**

# Course Purpose



Today's Central Questions:



What can we do to enhance our interactions with the people who are different from us?



How can we build better partnerships with historically marginalized communities?

# Values

- Values
  - Open-mindedness
  - Curiosity
  - Sincerity & Authenticity
  - Brevity
  - Complexity
  - Interdependence & Connectivity

# **Module 2:**

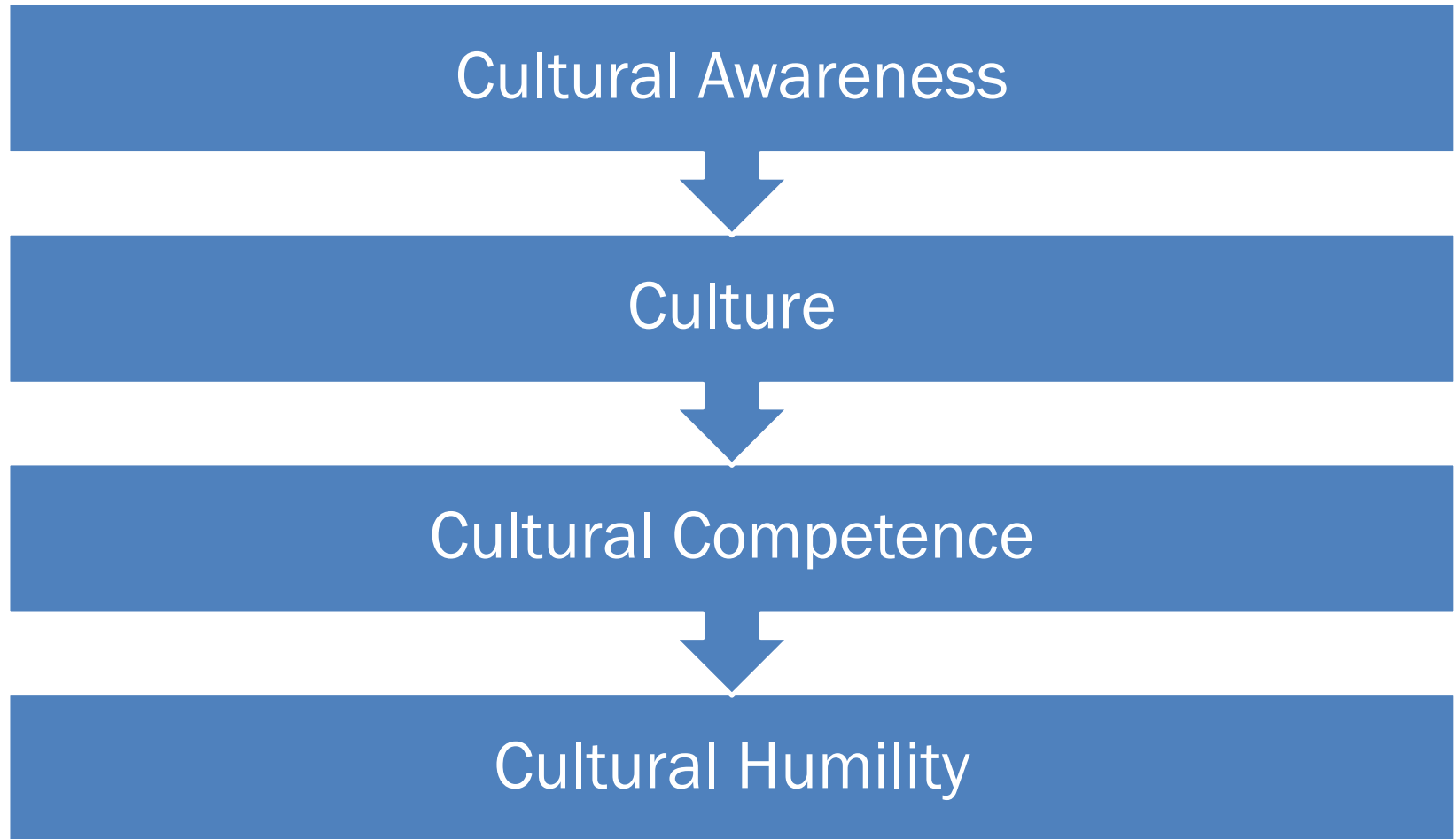
# **Cultural Humility**

# The Road to Cultural Humility

- Medical sector
  - Studies show providers bias in pain assessment and treatment recommendations
  - Increasing challenges in health promotion with immigrant and refugee populations



# The Road to Cultural Humility



# What is cultural awareness?

# Definition of Cultural Awareness

- To embody cultural awareness means to ensure that one is cognizant, observant, and conscious of similarities and differences among and between cultural groups. This includes recognition of one's own cultural influences upon values, beliefs, and judgments



**How as CDP officers can we increase our cultural awareness?**



- 1. Interacting with members of the community and building trust and relationships**
- 2. Become an active participant in the community you serve, attend events such as community meetings, church functions etc**
- 3. Become a student of the community in which you serve and take the time to learn the diverse citizens in it**

Why is cultural awareness  
important?

# What is culture?

# Examples of Culture

Ethnicity

Religion

Language

Socioeconomic status

Gender

Age



What is competence?

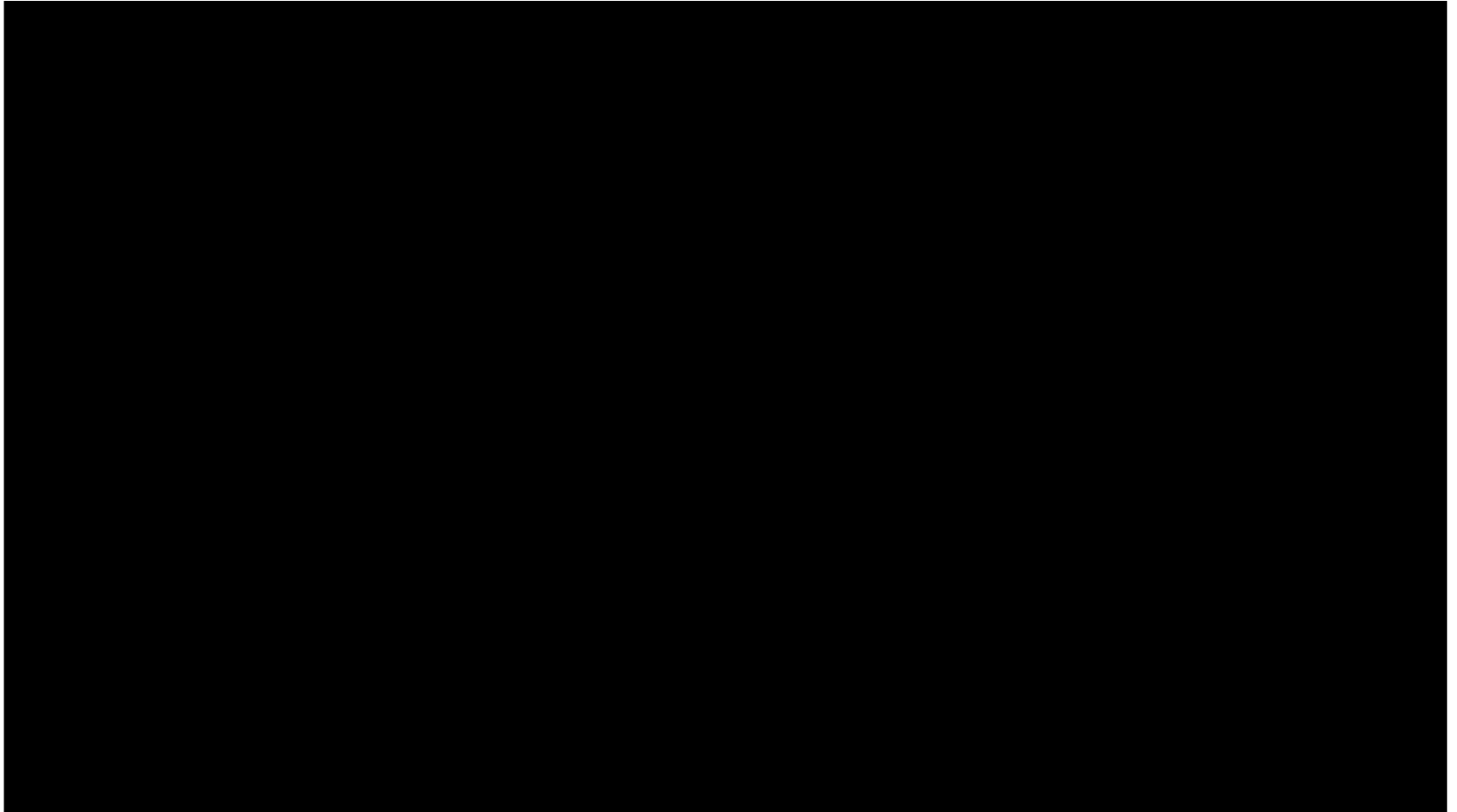
Cultural competence?

# The Road to Cultural Humility

- Cultural Competence
  - Designed to make healthcare systems more functional for underserved groups
  - Often leads to stereotyping; laundry list
  - Strength comes from **certainty**
  - When is one **competent**?
  - **What**, not how.

Why is cultural competence  
important?

# Cultural Humility



# Cultural Humility

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A lifelong process of self-reflection and self-awareness where one learns about the culture and experience of others while also examining one's own beliefs and cultural identities; using the lessons learned to see people as individuals and learn to work together.

How is this approach settling with you?

**PULSE CHECK**

How do we practice cultural  
humility?

# Principles of Cultural Humility

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Self-Reflection, Self-Awareness and Lifelong Learning

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Recognition and Mitigation of Inherent Power Imbalances

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Seeking and Honoring the Expertise that Resides in the Communities We Serve in Non-Paternalistic, Mutually Beneficial Partnerships

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Organizational – Level Developmental Process that Parallels the Three Characteristics Listed Above



# Pulse Check

What is your familiarity with  
procedural justice?



Supportive interactions is one area  
where these approaches connect.

# Capacity Building

- Personal
- Interpersonal communication
- Program planning
- Organizational Development
- Policy and advocacy

# Capacity Building

- Personal:
  - On a personal level, you should acknowledge your own cultural attitudes, beliefs and feelings.

# Capacity Building

- Interpersonal Communication:
  - When interacting with others and developing relationship it is important to build trust



# **CPD Bias-Free Policing**

## **G.P.O.1.07.08**

CDP defines implicit bias as attitudes that affect understanding, actions, and decisions in an unconscious and unintentional manner. These biases, which encompass both favorable and unfavorable assessments, are activated involuntarily and without an individual's awareness or intentional control.

**Be aware of this and work to recognize them in yourself**



# How do we build trust in the community?



By using the tenets of Procedural Justice



# **CPD Bias-Free Policing**

## **G.P.O.1.07.08**

### Procedural Justice

- 1) Treating people with dignity and respect;
- 2) Giving individuals a chance to be heard during encounters;
- 3) Making decisions fairly and transparently, based on facts;
- 4) Conveying goodwill and trustworthiness



# **CPD Bias-Free Policing**

## **G.P.O.1.07.08**

**Treat everyone with dignity and  
respect**





# CPD Bias-Free Policing

G.P.O.1.07.08



**Giving individuals a chance to be heard  
during encounters**

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# CPD Bias-Free Policing

G.P.O.1.07.08



**Making decisions fairly and transparently,  
based on facts**



# CPD Bias-Free Policing

G.P.O.1.07.08



Conveying goodwill and trustworthiness

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# Capacity Building

- Program Planning:
  - When developing and planning programs for diverse populations, it is important to be aware of how law enforcement fits within the frame of a specific culture.

# Capacity Building

- Organizational Development:
  - When it comes to your organization, it's important to establish an organizational vision that articulates its principles and values for a culturally competent policing service.
  - It's also important to create a leadership team that promotes a positive multicultural work environment.

# Capacity Building

- Policy and Advocacy:
  - In policy and advocacy, you can work to:
    - Develop methods that will help identify and acquire knowledge about the policing beliefs and practices of specific communities you work with.

# Principles of Cultural Humility Exercise

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In the specific context of policing, what does this principle look like in practice at the interpersonal level?

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What might prohibit law enforcement from employing this principle?

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Grade yourselves: how well are we doing this currently?

# Results of Cultural Humility

- MUTUAL EMPOWERMENT
- RESPECT
- PARTNERSHIPS
- OPTIMAL SERVICE
- LIFE-LONG LEARNING





# Cultural Humility

## Tips



When feasible, slow interactions down, to ask yourself:

- ✓ Is my assessment accurate?
- ✓ Do I understand the person?
- ✓ What information is needed
- ✓ Does the person seem to understand my communication?

# A Stance of Informed Curiosity

- Asking different questions differently
  - Release moral judgements and assumptions
  - Different communication skillset than interrogative skills
  - Tool for trust building and problem solving

# The Platinum Rule

The evolution of the Golden Rule is the Platinum Rule:

The Platinum Rule considers the perspective and needs of others, shifting from a self-orientation to an other-orientation. Rather than “do unto others as you want done to you,” consider “do unto others as they would want done to them.”

# **Module 3:**

# **Humility and Leadership**

# Defining Humility Exercise

Exercise: Humility  
Defined

How do you  
define humility?

What does a  
person displaying  
humility look  
like?

# Humility Defined

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“An interpersonal characteristic that connotes a willingness to view oneself accurately, an appreciation for others strengths and contributions, and teachability or openness to new ideas and feedback.”

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- Owens, Johnson, & Mitchell, 2013

# Humility at Work

What differences does it make to work with someone with humility?

# Humility and Leadership Didactic

## Humility in the Private Sector

- Greenleaf's Servant Leadership (1970):
  - Great leaders are servants first
- Collins' Level 5 Leadership (2001):
  - Personal Humility
  - +
  - Professional Will



# Leading with Humility & Policing

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Non-humble leaders' strengths comes from a position of certainty

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Police leadership requires the ability to make split-second decisions, take control of high-voltage situations that evolve on the street

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Provides leaders with more flexibility in how power is used: *strike a balance*

Do you think about humility as part of your job?

**PULSE CHECK**

Can we hold both of these ideas at once?

Humble leaders freely give up power and control; is there a place for this in policing?

# **PULSE CHECK**

# Benefits of Leading with Humility



Encourages loyalty and commitment



Enhances a sense of meaning in the work by helping followers recognize their strengths and the significance of their contributions



One of four critical factors for creating an environment where employees from different backgrounds feel included

Thinking about your own force, does this resonate?

Is this your experience?

Do you see this as your force diversifies?

# **PULSE CHECK**

# Individual Reflection

How could the leadership asset of humility show up in your role as leaders in your communities?

# **Module 4:**

# **Culture Matters**

# Defining Culture Exercise

Shared Language

What is Culture?



# Culture as an Iceberg

**Surface culture/  
external  
(often material)  
top 10%**

**Visible cultural expressions**  
e.g. Food - Clothing - Dance - Art - Music

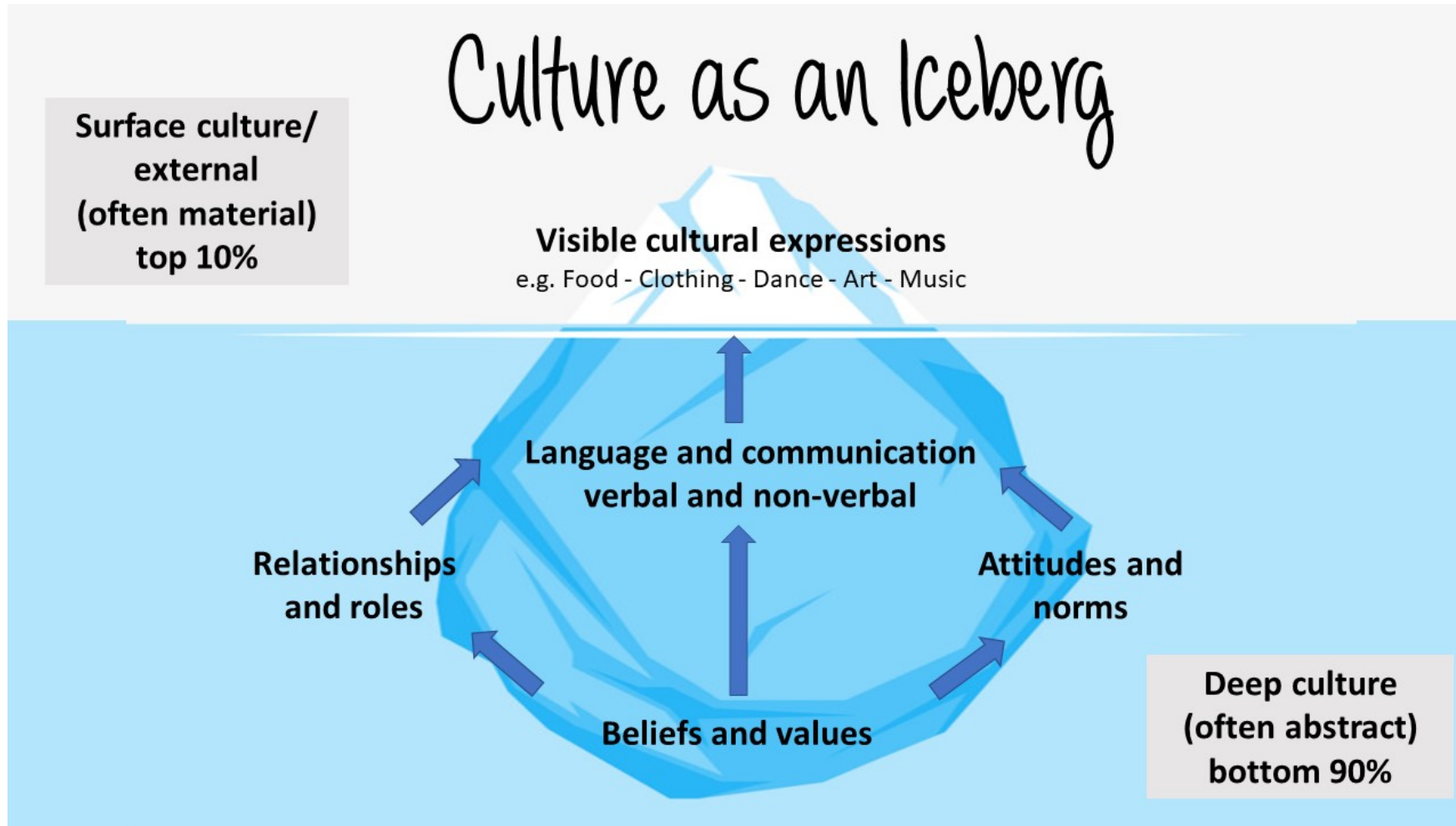
**Language and communication  
verbal and non-verbal**

**Relationships  
and roles**

**Attitudes and  
norms**

**Beliefs and values**

**Deep culture  
(often abstract)  
bottom 90%**



# Dimensions of Identity

- Shared Language
  - Personal Identity
    - Personal characteristics, history, personality, name, and other characteristics that make us unique and different from other individuals.
  - Social Identity
    - Defines a person in terms of characteristics of groups to which they belong.
  - Worldview
    - The perspective through which individuals view the world; comprised of their history, experiences, culture, family history, and other influences.

# Culture and Communication



Shared culture often leads to easier communication and understanding



Differing core beliefs are more likely to lead to:

- False assumptions
- Broad generalizations
- Misunderstanding
- Poor communication

What are some of the challenges you face when you work with, live with, and meet people with whom you don't share the same culture?

## **PULSE CHECK**

# Shared Language

- Explicit Bias
  - Individuals are aware of their prejudices and attitudes toward a certain group. Positive or negative preferences for a particular group are conscious, i.e. overt racism and racist comments
- Implicit Bias
  - Automatic positive or negative preference for a group based on one's subconscious thoughts. Does not require animus; it only requires knowledge of a stereotype to produces discriminatory actions
- Institutional or Systemic Racism
  - A system in which public policies, institutional practices, cultural representations and other norms work in various, often reinforcing ways to perpetuate racial group inequity

# Shared Language

## Intersectionality

- The interconnected nature of social categorizations such as race, class, and gender, regarded as creating overlapping and interdependent systems of advantage or disadvantage

## Microaggressions

- Microaggressions are the everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership

# Examples of Microaggressions

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Where are you from?

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He is so articulate.

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A white man or woman clutching their purse or checking their wallet as a Black or Latino person approaches or passes

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Female doctor mistaken for a nurse

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Raising your voice or speaking slowly when addressing a blind student

# Culture and Communication

## Intent vs. Impact



What you think you said  
may not be what they heard.



# Reflection

How will you move forward with implementing the components you've learned today about Cultural Humility in policing?



# How to contact us

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