



CULTURAL INTELLIGENCE

SESSION TWO:
BUILDING THE LANGUAGE OF CQ



**THANK YOU
FOR JOINING US!**

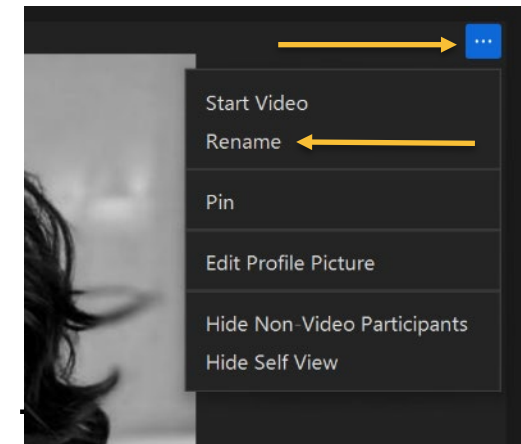
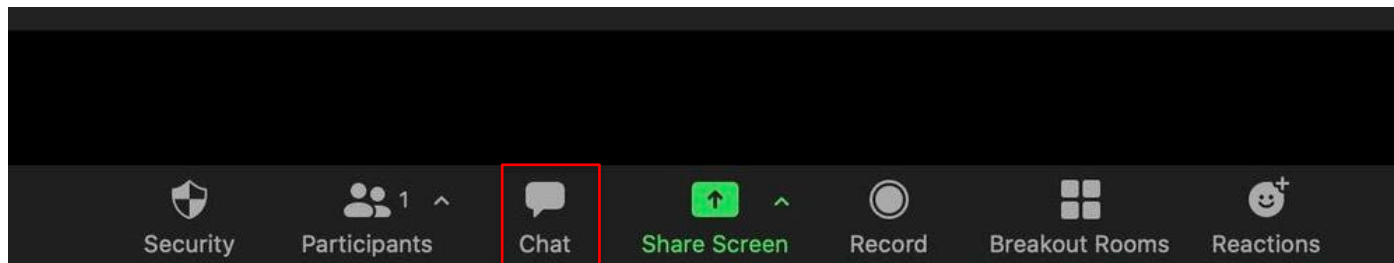


ERICA L. MANUEL
CEO & Executive Director
Institute for Local Government



TECH OVERVIEW & HOUSEKEEPING

- All webinar participants will be on **MUTE** until the group discussion.
- Please **TYPE** any questions or comments into the **CHAT BOX** at any time during the session.



- Please check that your **SCREENNAME** and organization are listed correctly. To change your screenname, select the three dots at the top right of your video and select “Rename”.
- A recording of the main session will be shared afterwards. Breakout group conversations will not be shared.

ABOUT ILG & THIS LEADING LOCAL WEBINAR



NON-PROFIT, NON-PARTISAN AND HERE TO HELP

- The Institute for Local Government is the non-profit training and education affiliate of three statewide local government associations
- Together with our affiliates, we serve over 2,500 local agencies – cities, counties and special districts
- We provide practical and easy-to-use resources so local agencies can effectively implement policies on the ground



**California Special
Districts Association**
Districts Stronger Together

In a recent survey,

64%

of local governments reported they are struggling with understanding **implicit bias**, talking about **equity** and navigating **difficult conversations**.

EQUITY IS A CRITICAL ISSUE & OPPORTUNITY

Create learning
communities

Provide technical
assistance

Develop
resources & offer
trainings

ILG HAS A VISION FOR LOCAL AGENCY SUCCESS

- Cross-sector collaboration, peer learning and collaboration between cities, counties, and special districts
- Greater access to free or low-cost equity-related training
- Common grounding in equity concepts and resources



PREVIOUS WEBINAR

FREE TRAINING SERIES for LOCAL GOV'T LEADERS!

CULTURAL INTELLIGENCE

Move beyond cultural awareness and political correctness towards more meaningful understanding with people in your community. In this new virtual training series, you will learn how to relate to and work effectively with different groups of people and across cultures to advance equity and build trust.

SESSION 1: CULTURAL INTELLIGENCE 101
WED, APR 27 | 10:00 AM - 12:00 PM

Free to Attend. Space is Limited. Registration Required.

Hosted By:  In Partnership With:  Learn More & Register: www.ca-ilg.org

OUR TRAINER

- Diversity, Equity & Inclusion Learning and Education Leader
- 24 Years of HR Management Experience
 - *Public Sector, Public Education/Higher Education, Nonprofit Sector*
- 24 Years of Diversity/Inclusion Experience
- Leadership Development/Transformation Experience



Jacques S. Whitfield

*Diversity, Equity & Inclusion and
Human Resources Subject Matter Expert*



CULTURAL INTELLIGENCE UNIT SERIES

DEI LANGUAGE – SESSION II

JACQUES S. WHITFIELD, JD (HE, HIM, HIS)

PRINCIPAL HR CONSULTANT/TRAINER/PRESENTER, CPS HR

GREETINGS AND INTRODUCTION





JACQUES WHITFIELD

- DEI Learning and Education Team Lead
- 24 Years of HR Management Experience
 - Public Sector
 - Public Education/Higher Education
 - Nonprofit Sector
- 24 Years of Diversity/Inclusion Experience
- Leadership Development/Transformation Experience

GROUND RULES FOR TRAINING

Be Present

Be Actively Engaged and Participate

Don't Panic if There Are
Technical Difficulties

Set Your Intentions to Expand Your "Worldview"

Learn and Have Fun!!



WHAT IF I HAVE A QUESTION DURING
THE PRESENTATION

SYLLABUS FOR TRAINING

Ice Breaker Activity

CIU Series Overview (Recap)

Cultural Intelligence Review (Session I)

Language for DEI

Practical Applications

Questions and Feedback

Wrap Up



THIS IS A SAFE SPACE



TWO WAYS OF BEING TO EXPERIENCE TODAY

THE POWER OF
WORDS

Don't Ever Diminish The
Power Of Words. Words
Move **Hearts** And Hearts
Move **Limbs.**

ICE BREAKER ACTIVITY

“Word Nerd” Game



CULTURAL INTELLIGENCE UNIT – SERIES OVERVIEW





CULTURAL INTELLIGENCE RECAP

A GRASSHOPPER IS:

- Pet
- Pest
- Appetizer

CULTURAL
INTELLIGENCE



CULTURAL INTELLIGENCE



Cultural intelligence or cultural quotient (CQ) is having the capacity to relate and work effectively with different groups of people and across cultures

CULTURAL INTELLIGENCE




It articulates core competencies and skillsets that organizations have the ability to cultivate and develop among its team members and leaders through the staff development process to promote greater diversity and inclusion within those organizations.

CULTURAL INTELLIGENCE

EMOTIONAL INTELLIGENCE

- Self Awareness
- Self Management
- Social Awareness
- Relationship Skills
- Responsible Decision-Making

CULTURAL INTELLIGENCE

- Self Awareness
 - Holding “Neutral Space” (No Judgment)
 - Situational Awareness
 - Acknowledgment and Alignment
 - Multiple Perspectives and “Worldviews”
- 

BIRTH AND CIRCUMSTANCES



AGREEMENT VS. ACKNOWLEDGEMENT

AGREEMENT VS. ACKNOWLEDGEMENT (RECAP)

Essential Element in Mastering Cultural Intelligence

Agreement is Being in Complete “Ownership” of ONE Particular “Worldview”

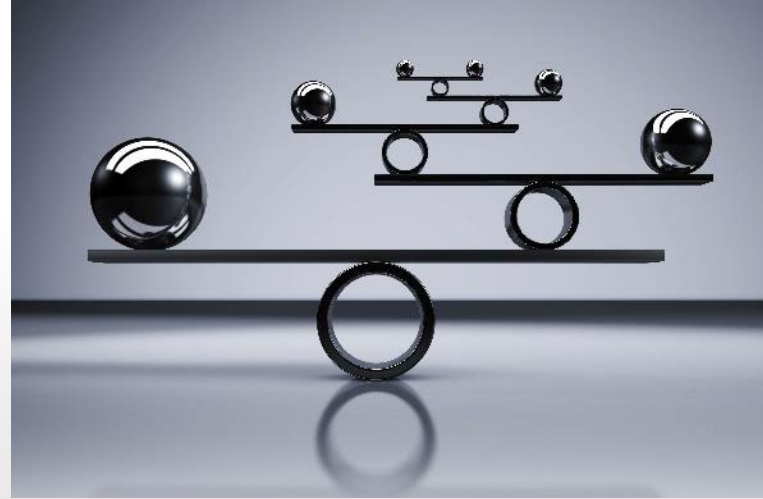
Agreement is a Binary Relationship – “Them” vs. “Us” – JUDGMENT

Acknowledgement is the Ability to Hold Multiple and Competing “Truths”

Acknowledgement Recognizes Multiple “Worldviews”

Acknowledgement is NOT Binary --- Harmonious Coexistence





ACKNOWLEDGEMENT LEADS TO ALIGNMENT



COMMON LANGUAGE
COMMON UNDERSTANDING

COMMON LANGUAGE

- **Diversity** – Having a range of people with various racial, socioeconomic and cultural backgrounds and lifestyles, lived experiences and interests. Diversity is both “static” and “dynamic”.
- The meaning of “diversity” has evolved and expanded over the last 60 years

COMMON LANGUAGE

- **Equity** – the process of creating a fair and just society through the removal of social, political, economic and other barriers to create a fair and impartial society

COMMON LANGUAGE

- **Inclusion – (conduct)** the action or state of including or of being included within a group or structure
- The achievement of a work environment in which all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and can contribute fully to the organization's success

COMMON LANGUAGE

- **Diversity** is something you **HAVE**; **Inclusion** is something you **DO**
- **Diversity** is a **FACT**; **Inclusion** is a **CHOICE**
- **Diversity** is **ASPIRATIONAL**; **Inclusion** is **ACTIONABLE**

Janet Marie Stovall, DEI Expert

COMMON LANGUAGE

- **Race** – a social construction with a personal affect created to justify the domination of other peoples. Scientifically, there is only one race, the human race (homo sapiens).
- Race is both positive and negative
- Race is **INCLUSIVE** of white people and people of color (POC)
- Race is not a proxy for other diversity characteristics

COMMON LANGUAGE

- **Ethnicity** – A community or population made up of people who share a common cultural background or descent
- Ethnicity is more anthropologically accurate than “race”

COMMON LANGUAGE (ETHNICITY)

- **POC** – People of Color
- **BIPOC** – Black, Indigenous, People of Color
- **Latinx** – a person of Latin American origin or descent
(used as a gender-neutral alternative to Latino/Latina)

COMMON LANGUAGE

- **Minority** – a group of people whose practices, race, religion, ethnicity or other characteristics are fewer in numbers than the dominant group of those classifications
- 59.76% of the world's population is Asian
- 18.47% of the world's population is Chinese
- 17% of the world's population is African
- 9.78% of the world's population is European

COMMON LANGUAGE

- **Gender** – Socially constructed norms, behaviors and roles associated with being a woman, man, girl, boy.
- Gender is NOT biological (gender is NOT the same as sex)
- Gender is inclusive of nonbinary
- **Cis-Gender** – when gender corresponds to birth sex

COMMON LANGUAGE

- **Sexual Orientation** – A person’s identity in relation to the gender or genders to which they are sexually attracted
- NOT “sexual preference”, “lifestyle” or “choice” – NOT effective language through the lens of cultural intelligence

COMMON LANGUAGE

- **Unconscious Bias – (mindset)** unintended people preferences formed by socialization, personal experiences and media representations; these “people preferences” act as a social filter in which we make judgements about the people around us

COMMON LANGUAGE

- **Micro-Behaviors – (conduct)** conduct arising out of unconscious bias, which may be either positive or negative; may include affinity bias (positive) and microaggressions (negative)
- NOTE: All Human Beings exhibit micro-behaviors – 70,000 Years of Behavior
- “Conscious Inclusion” is the best way to address unconscious bias

COMMON LANGUAGE

- **Allyship** – The active practice of emphasizing social justice, inclusion and human rights by members of an ingroup, to advance the interests of an oppressed/marginalized outgroup.
- Five Effective Steps to Allyship:
 - Ask
 - Absorb
 - Accept
 - Adjust
 - Articulate

COMMON LANGUAGE

- **Prejudice – (mindset)** Prejudgment about another person based upon the social group or groups to which they belong
- Attitudes, and then projected onto an entire group, and generalizations based on little or no experience
- ALL Humans exhibit some form of prejudice – 70,000 years of human behavior

COMMON LANGUAGE

- **Discrimination – (conduct)** action based on prejudice, including but not limited to ignoring, excluding, threatening and acting in violence, ridicule and/or slander
- Living separate from a group of people while absorbing incomplete and erroneous information about those people

COMMON LANGUAGE

- **Racism – (system)** institutional structure of oppression based upon race or color
- People vs. System – Racism is an **INSTITUTIONAL SYSTEM** of advantage based upon race
- Being “Polite” vs. Being “Anti-Racist”
- Colorblind vs. Colorbrave

CLOSING
THOUGHT OF
THE DAY

Words Can Inspire. And
Words Can Destroy.
Choose Yours Well.

Robin Sharma



QUESTIONS AND FEEDBACK



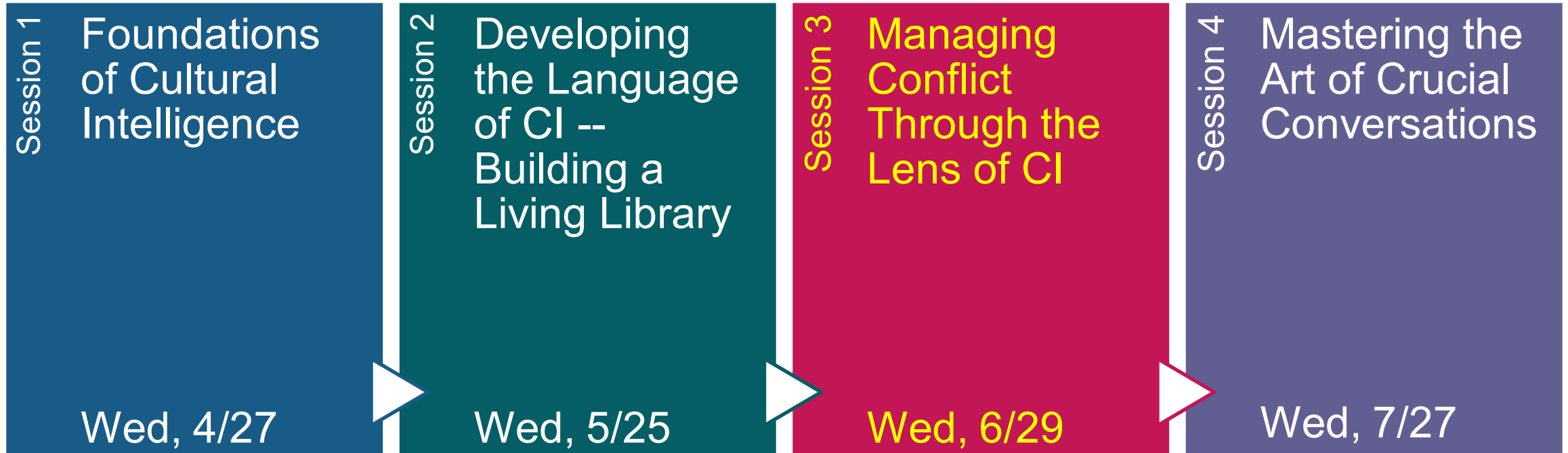


READING LIST

READING LIST

- **“The Four Agreements”**, Don Miguel Ruiz
- **“Uncomfortable Conversations with a Black Man”**, Emmanuel Acho
- **“Growth Mindset”**, Dr. Carol Dweck
- **“The 5 Second Rule”**, Mel Robbins
- **“Reconstructing the Gospel”**
Jonathan Wilson-Hartgrove
- **“Daring Greatly”**, Brene Brown
- **“A Promised Land”**, Barack Obama

REGISTRATION OPENS SOON FOR SESSION 3



- Free to participate
- Advance registration required
- Space is limited to 50 people per session
- Local government staff and officials ONLY

TWO UPCOMING WEBINARS YOU MAY ENJOY

LEADING LOCAL: DEPOLARIZING WITHIN

RECOGNIZE YOUR INNER POLARIZER & FOCUS ON AFFIRMING THE VALUE & HUMANITY OF THE OTHER SIDE, EVEN AMONG PEOPLE YOU DISAGREE WITH. LEARN & PRACTICE SKILLS TO INTERVENE IN POLARIZING CONVERSATIONS WITHOUT RISKING ACCUSATIONS OF DISLOYALTY OR NAIVETE.

WEDNESDAY, JUNE 8, 2022
10:00 AM - 12:00 PM

REGISTRATION IS FREE. SPACE IS LIMITED. RSVP REQUIRED.

Part of ILG's LEADING LOCAL Webinar Series

HOSTED BY:



IN PARTNERSHIP WITH:

 Braver Angels

WWW.CA-ILG.ORG

FREE WEBINAR

LEADING LOCAL: CIVILITY IN LOCAL GOV'T

STRATEGIES TO IMPROVE CIVIL DISCOURSE IN
PUBLIC MEETINGS

THUR, JUNE 2 | 10:30 AM - 12:00 PM

FREE TO ATTEND. REGISTRATION REQUIRED.

HOSTED BY:



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CONTACT US WITH ANY QUESTIONS



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RECORDING AVAILABLE SOON



The recorded presentation and materials will be shared electronically with all attendees a few days after the webinar.



**THANK YOU FOR
JOINING US**

