

Culture shock: Can we have a conversation?



Mormon Church and Tabernacle Choir

Hello Utah!



Sundance Film Festival

Utah Jazz



Brice National Monument



Park City



Hello Southern California!



Hollywood & Entertainment Industry

Disneyland



Surfing



Los Angeles Dodgers & Angels



Hello Northern California!



Sacramento & Arnold Schwarzneger (The Governor!)

Humboldt County & medical marijuana



Lake Tahoe & water issues



San Francisco: Golden Gate Bridge &



SF Giants



Culture Shock: Northern vs. Southern California!

They're stealing our water!

LA smog and traffic!

Materialistic and flashy!

Giants vs. Dodgers!



Purpose of my talk this morning:

1. Discuss the concept & context of culture shock.
2. Share CLD transition literature and parallels to culture shock.
3. Highlight best practices in transition for working with CLD families (how to have a good conversation).

Who am I?
What is my culture?



These are 2 very important questions.
The first is relatively easy to answer.
The second may be a bit more
challenging to answer.

How do we define “culture”?

It depends on the context:

Culture of the workplace

Culture of the family or home

Culture of the community

Culture of the peer group

How do we define “culture”?

Using the context of the family or home:

the customs, arts, social institutions, and achievements of a particular nation, people, or other social group

So who am I? What is my culture?

Hi-my name is Gary Greene (that’s green with an “e”).

My culture is Jewish (in fact, the last name used to be Greenberg till my father changed it to Greene, with an “e”)

Exploration of the Jewish culture

Religion



Heroes

Holidays

Foods



(all potentially superficial levels of cultural understanding)

Levels of Judaism according Rabbi Axelrod (a very wise man)!

Cardiac Jews

Tree Jews

Gastronomic Jews

Orthodox, Conservative, Reformed
Jews



Meaning of the term “cultural diversity” (Barrera & Corso, 2003)

- used by many to identify differences that are perceived to stem from culture
- focusing on racial and ethnic differences without examining or controlling for actual differences in behaviors, language, values, and beliefs

What are various levels of culture?

1. Language
2. Values
3. Beliefs
4. Behaviors
5. Generational status
6. Gender
7. Socio-economic status



Another humorous example of levels of culture: Culture: language



Meaning of the term “cultural diversity” (Barrera & Corso, 2003)

- cultural diversity is not a static quality, cannot be reliably determined by ethnicity alone, and
- should not be looked at as a “risk factor that must somehow be lessened or reduced”

Meaning of the term “cultural diversity” (Barrera & Corso, 2003)

Cultural diversity is defined and characterized by the interactions and comparisons between people within a given environment, rather than a trait or characteristics that resides within a given individual.

How to avoid culture shock?

The key is to promote comfortable interactions between persons of different cultures within an environment that makes everyone feel comfortable.



How to avoid culture shock:

Who are you and what is your culture?

What are the defining characteristics of your culture, breadth and depth of levels within you, your culture, family, and home?

NOW APPLY THIS TO INDIVIDUALS AND FAMILIES WITH WHOM YOU ARE INTERACTING WHEN CONDUCTING TRANSITION PLANNING.

CLD Transition Literature

What are the findings from research literature on transition of CLD youth with disabilities?

What do we know about CLD families' interactions with school personnel in transition planning conferences?

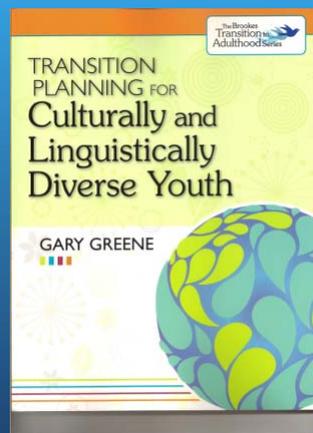
Transition outcome data for CLD youth with disabilities (NLTS 1 and 2)

Compared to Whites, CLD youth with disabilities have poorer post-school outcomes:

1. college degree status
2. employment/wage status
3. independent living status
4. overall rate of engagement



Research findings on CLD family interactions with schools and school personnel (Greene, 2011)



Research findings on CLD family interactions with schools and school personnel (Greene, 2011)



School personnel lacking understanding of CLD parents' culture; parents' culture as a liability;

School personnel lacking respect for CLD families and their children; and

School personnel not acknowledging CLD families' hopes and dreams for their child's future.

Research findings on CLD family limitations in the transition planning process (Greene, 2011)

Many CLD parents/families:



1. lack an understanding of the legal requirements for transition.
2. experience racial and cultural stereotypes and biases from school professionals toward them.
3. struggle with immigration issues, lack of language proficiency, differences in attitudes, norms, and family values related to transition for their child with disabilities.
4. have to deal with generational conflict with their children when dealing with transition to adult life.

How can one avoid culture shock when engaged in transition planning with CLD families of youth with disabilities?



Have a conversation by engaging in the following best practices:

1. Use culturally responsive communication.
2. Use a person-centered/family-centered approach.
3. Provide (1) cultural competence training to special education and transition personnel, and (2) CLD parent training to promote more active involvement in the transition planning process.

Examples of these best practices include practicing Cultural Reciprocity (Kalyanpur & Harry 1997; 1999)



Cultural reciprocity involves going beyond an awareness of differences to an awareness of self;

applying listening in a non-stereotypical manner;

facilitating communication and dialogue that provides insight into another's culture, demonstrates listening, respect, and response to all perspectives; and

empowering all individuals in the collaborative process.

Examples of person-centered/family-centered approaches to communication include:



1. getting to know the background of the youth with a disability and their family;
2. creating an equal relationship between the family and professionals in the IEP process;
3. providing families with the opportunity to speak for themselves in the transition planning process; and
4. promoting a sense of mutual trust, open communication, shared responsibility, and quality collaboration between professionals and families.

Content to consider for cultural training of special education and transition personnel includes (Harry, 2008):



1. coursework in multicultural histories and issues;
2. clarification of personal values regarding diversity;
3. critical perspectives on the assumptions and process by which CLD children are placed in special education;
4. preparation and practice in actual cross cultural communication; and
5. internships and practicum placements in diverse racial and socioeconomic settings.

Some Humorous Cross-Cultural Advertising Gaffes!



When Kentucky Fried Chicken entered the Chinese market, to their horror they discovered that their slogan "finger lickin' good" came out as "eat your fingers off"

Some Humorous Cross-Cultural Advertising Gaffes!



General Motors had a perplexing problem when they introduced the Chevy Nova in South America. Despite their best efforts, they weren't selling many cars. They finally realized that in Spanish, "nova" means "it won't go". Sales improved dramatically after the car was renamed the "Caribe."

Some Humorous Cross-Cultural Advertising Gaffes!



Things weren't any better for Ford when they introduced the Pinto in Brazil. After watching sales go nowhere, the company learned that "Pinto" is Brazilian slang for "tiny male genitals." Ford prided the nameplates off all of the cars and substituted them with "Corcel," which means horse.

Some Humorous Cross-Cultural Advertising Gaffes!



Foreign companies have similar problems when they enter English speaking markets. Japan's second-largest tourist agency was mystified when it expanded to English-speaking countries and began receiving requests for unusual sex tours. Upon finding out why, the owners of the Kinki Nippon Tourist Company changed its name. The company didn't change the name of all its divisions though. Visitors to Japan still have the opportunity to take a ride on the Kinki Nippon Railway.

Culture shock: Can we have a conversation?

An old Chinese proverb says...



"You get sick by what you put in your mouth, but you can be hurt by what comes out of your mouth."

