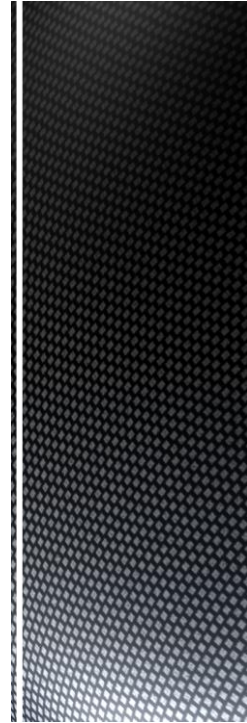


Engaging with consumers from Diverse Backgrounds

Presented by Dr. Natasha Kara

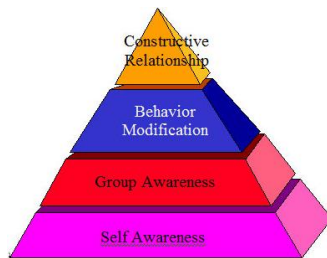


- Self-awareness: of differences
- Willingness to learn more about the consumer
- Self-disclose when appropriate : when there are similarities
- Involvement in community and consumer's life
- Incorporate natural supports/cultural brokers
- Make your visit useful and purposeful to the consumer
- Listen for needs
- Respect choices and voices
- Recognize consumers are the professionals of their lives

Methods of Engagement



- Attitudes brought to what we do at work
- How these attitudes influence how we behave
- How others may perceive our attitudes/behaviors
- Changing attitudes through exposure and willingness to learn
- Change through exposure can help build new relationships
- Assuming we are all the same does not appreciate differences
- Citation s #2 and #3



Self Awareness of differences

- Listen to the needs, thoughts, and culture of the consumer
- How does that information learned translate into your understanding
- Recognize your role is to support not Judge

Willingness to Learn and Change

- When there is a similar situation
- When the story can be supportive to the consumer/family
- When the story can help the consumer/family better understand a circumstance
- When the situation is sensitive that a personal story can engage the consumer/family
- Other thoughts???
- See Citation #1

Self Disclosure:

When do I tell my story?

- Be involved in the community to be familiar with culture
- Get to know the resources in the community
- Awareness of community activities that may support the consumer/family
- Being in the community and the consumer's life will remind the consumer of your involvement and support
- See the consumer/family often (as needed is a priority but as wanted by the consumer is a preference)
- Awareness of the struggles so that you are aware of when to give support; by giving support you will build engagement

Involvement in community and consumer's life

- Family
- Friends
- Religious/spiritual leader
- Teacher
- Coworker
- Employer
- Community leader
- Fitness instructor
- Neighbors
- Athletic leader

Incorporate
natural
supports/cultural
brokers



When there is a
difference in the
language of the
consumer and the
person working with the
family more community
involvement will bring
more commitment

. Using the primary language of
the consumer will minimize
barriers to treatment.
Citations #2 , #4 and #5.

- Plan before going to the visit
- Find out needs before going to the visit
- Have resources available to address needs of the consumer/family
- Have resources that respectful of the family's cultural/language
- Listen for other needs
- Consumer/family makes the choices (within the mandates); give options
- Meet at an appropriate place/time

Make your visit
useful and
purposeful to the
consumer



Consumer/family
members are the
professionals of
their lives

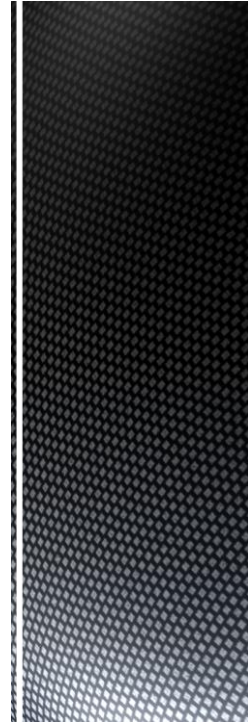
- Understanding your role and boundaries
- Being clear about your role with the consumer/family from the first visit
- Making sure that you are professional
- Make all visits purposeful and useful
- Always verify questions with you supervisor when in doubt

Crossing the boundary line: Barriers



Share story of
family support:
struggles with
supporting Latino
family members.

QUESTIONS??
COMMENTS..



Enjoy the rest of
your Conference!



Research reviews for NACM paper-counseling-diverse population-engagement

1. Kircanski, K 2014: dissertation on student therapists who use self-disclosure with trauma victims. Self disclosure as a means to relate in therapy.
2. Yull, D, Blitz, L, Thompson T, Murray, C 2014: Color blindness does not promote cultural sensitivity and can lessen cultural understanding, community involvement, parental involvement and support, strength based experiences, ALSO: Logan S, Hunt C 2014.
3. Pratyusha Tummala-Narra 2013: Self- awareness to understand the relationship between race and power and privilege
4. Mendez, J and Westerberg, D 2012: Cultural adaptation (using the culture and language in treatment), potential benefit of the program (make it beneficial for them), reduce barriers
5. Melodie Wenz-Gross • Toni DuBrino Irsfeld • Tammy Twomey • Ana Perez • Judith Thompson • Martha Wally • Barbara Colleton • Christine Kroell • Steven K. McKeown • Peter Metz 2011: using cultural brokers (someone in the community who understands the family members culture) and hiring folks with lived experience.
- 6.