



# CULTURAL DIVERSITY AND INCLUSION

ENGAGING IN CULTURAL CONSCIOUSNESS THROUGH OPEN MINDS AND OPPORTUNITIES

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SCAN ME



## Where have I been and where am I going?

When we think of culture, we often thinking about posing the question: “Where are you from? And in asking this question, we assume associating someone's culture with a country of origin. But is this reasonable? Countries are not absolute. They disappear, they expand, they contract. Countries were only invented 400 years ago.

An example: Afghanistan of south Asia Islamic Republic of Afghanistan vs Islamic Emirate of Afghanistan

Before countries were nations and tribes: Chinese nations, Ottoman, Persian, Mali, Ethiopia, Songhai empire, Benin empire and Oyo empire to name a few.

My family national origins go back to Nigeria in the central African republic. My ancestry dates to Cameroon, Congo, and Western Bantu People of Africa but can I say I am from Nigeria. I have never personally been. And with this, can I even say I am African American?

So, I look to understanding who I am through local acculturation, and in doing so I become more defined. A native southern Californian, of 3<sup>rd</sup> generation non-slavery. I can look at my US lineage from the perspective of belonging to a family that in each of those generations has served this country (the United States) ever since our arrival. At first under duress and ultimately today out of a desire to serve others through military or civil service.

My experiences are growing up in a heavily populated urban community with very little income but a lot to be thankful for. A single mother raising 3 kids who migrated to California from Texas, were raised on southern Baptist values. Most Sundays were cleaning days, waking up as early as 8 am to the smell of eggs, bacon, grits, and sometimes pancakes in the morning with oldie songs by Patty LaBelle, Smokey Robinson, James Brown and the Famous Flames.

In my childhood neighborhood, we practiced “hood etiquette” where you weren’t allowed to wear certain colors once you crossed a certain street. You had to be home before the lights came on to decrease the likelihood of become a victim of violence. I share all of what seems to be random moments of my life with you to affirm that these moments have shaped my identity. All identity is experience. This is where I have been, and it helps provide a direction of where I want to go.

Diversity Consciousness





# Cultural Intelligence (CQ)

The following statements reflect different facets of cultural intelligence. For each set, add up your scores and divide them by four to produce an average. Our work with large groups of managers shows that for purposes of your own development, it is most useful to think about your three scores in comparison to one another. Generally, an average of less than 3 would indicate an area calling for improvement, while an average of greater than 4.5 reflects a true CQ strength.

## Diagnosing Your Cultural Intelligence (CQ)

Rate the extent to which you agree with each statement, using the scale:  
1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree.

\_\_\_\_\_ Before I interact with people from a new culture, I ask myself what I hope to achieve.

\_\_\_\_\_ If I encounter something unexpected while working in a new culture, I use this experience to figure out new ways to approach other cultures in the future.

\_\_\_\_\_ I plan how I'm going to relate to people from a different culture before I meet them.

\_\_\_\_\_ When I come into a new cultural situation, I can immediately sense whether something is going well, or something is wrong.

Total \_\_\_\_\_ ÷ 4 = \_\_\_\_\_ Cognitive CQ (Cultural Quotient)



## Diagnosing Your Cultural Intelligence (CQ)

Rate the extent to which you agree with each statement, using the scale:  
1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree.

\_\_\_\_\_ It's easy for me to change my body language (for example, eye contact or posture) to suit people from a different culture.

\_\_\_\_\_ I can alter my expression when a cultural encounter requires it.

\_\_\_\_\_ I modify my speech style (for example, accent or tone) to suit people from a different culture.

\_\_\_\_\_ I easily change the way I act when a cross-cultural encounter seems to require it.

Total \_\_\_\_\_  $\div$  4 = \_\_\_\_\_ Physical CQ

## Diagnosing Your Cultural Intelligence (CQ)

Rate the extent to which you agree with each statement, using the scale:  
1 = strongly disagree, 2 = disagree, 3 = neutral, 4 = agree, 5 = strongly agree.

\_\_\_\_\_ I have confidence that I can deal well with people from a different culture.

\_\_\_\_\_ I am certain that I can befriend people whose cultural backgrounds are different from mine.

\_\_\_\_\_ I can adapt to the lifestyle of a different culture with relative ease.


\_\_\_\_\_ I am confident that I can deal with a cultural situation that's unfamiliar.

Total \_\_\_\_\_ ÷ 4 = \_\_\_\_\_ Emotional / Motivational CQ (Cultural Quotient)

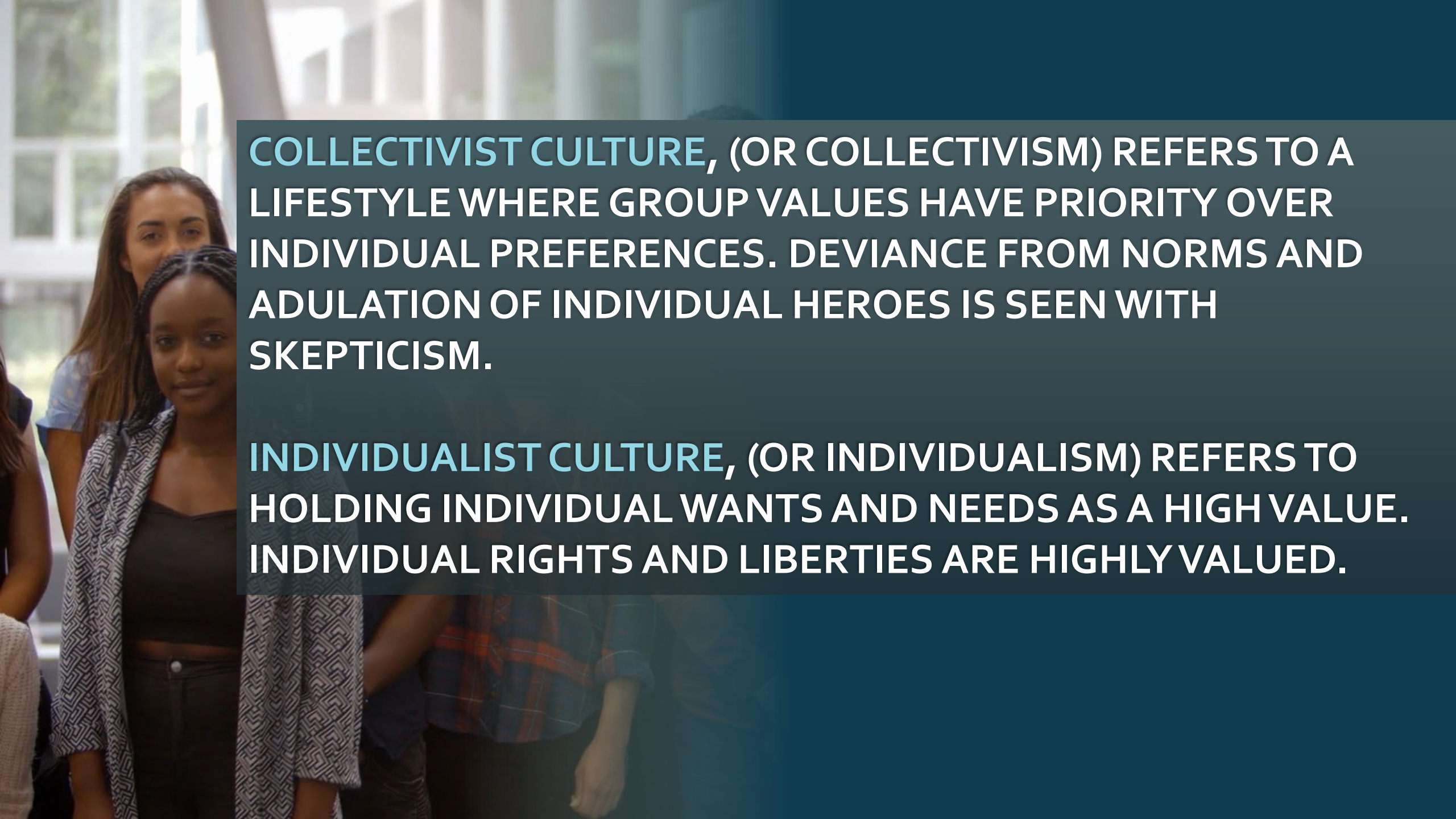
A group of diverse young adults, including a woman with long blonde hair in a blue denim shirt and pink pants, and several men, are smiling and standing together in a modern office or university setting. The background is a bright, open-plan office with white walls and a blue accent wall.

**CULTURAL DIVERSITY, (ALSO KNOWN AS MULTICULTURALISM) REFERS TO A SOCIETY OR COMMUNITY OF PEOPLE THAT IS MADE UP OF MANY DIFFERENT SOCIAL OR ETHNIC GROUPS**



A diverse group of young people, including a Black woman in the foreground wearing a patterned jacket, a Black man, and a white man, are standing together in a modern building with large windows. The image is overlaid with a dark blue semi-transparent box containing white text.

**EQUITY, A QUALITY WITHIN A CULTURE  
OF EXERCISING FAIRNESS AND  
IMPARTIALITY THAT ENSURES PEOPLE  
GET ACCESS TO THE SAME OPPORTUNITY**



**COLLECTIVIST CULTURE, (OR COLLECTIVISM) REFERS TO A LIFESTYLE WHERE GROUP VALUES HAVE PRIORITY OVER INDIVIDUAL PREFERENCES. DEVIANCE FROM NORMS AND ADULATION OF INDIVIDUAL HEROES IS SEEN WITH SKEPTICISM.**

**INDIVIDUALIST CULTURE, (OR INDIVIDUALISM) REFERS TO HOLDING INDIVIDUAL WANTS AND NEEDS AS A HIGH VALUE. INDIVIDUAL RIGHTS AND LIBERTIES ARE HIGHLY VALUED.**





## **Ethnicity – We’ve got something in common.**

Ethnicity refers to a shared cultural heritage, often involving common ancestry, language, religion, customs, and traditions. Unlike the concept of race, which is primarily associated with physical and genetic traits, ethnicity is more focused on cultural and social factors. Ethnic groups can be defined by a combination of factors, including a shared history, language, religion, and a sense of common identity.

**Cultural Characteristics:** Ethnic groups often share cultural elements such as language, cuisine, clothing, rituals, and artistic expressions.

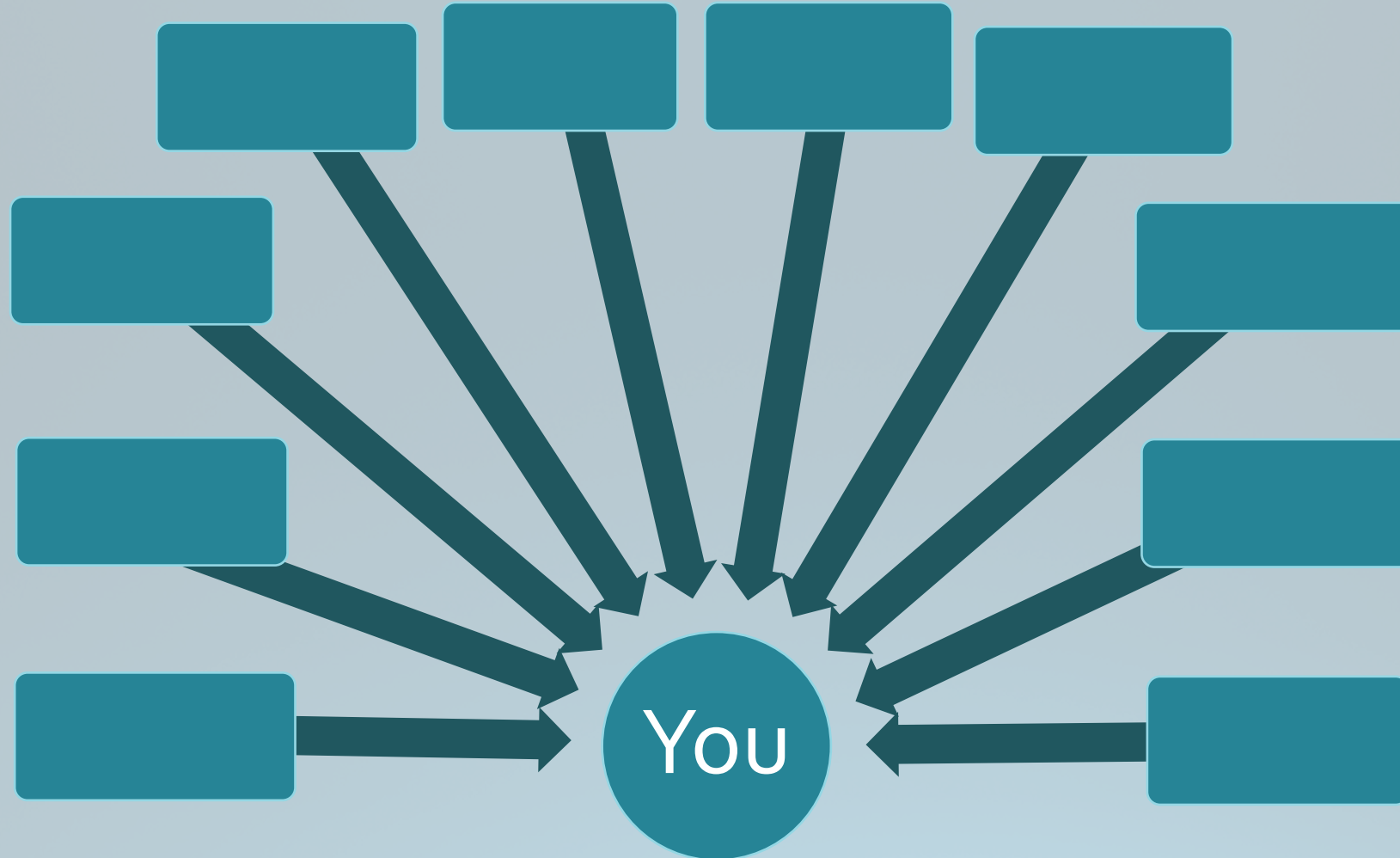
**Ancestry:** Many ethnic groups have a common historical background or ancestry. This could involve migration patterns, shared geographical origins, or historical experiences.

**Shared Identity:** Members of an ethnic group typically identify with and recognize a common identity. This sense of shared identity can be a powerful factor in fostering a sense of belonging.

**Social Organization:** Ethnic groups may have distinct social structures, organization, or institutions that contribute to their unique identity and cohesion.



An identity web is a diagram individuals fill in with words and phrases they use to describe themselves as well as the labels that society gives them. Use the space below to create your identity web.





CULTURE EXIST BOTH ABOVE AND  
BENEATH THE SURFACE





ARTS  
LANGUAGE  
BEHAVIORS

DRESS  
FOODS  
CELEBRATIONS

ROLES  
VALUES  
CUSTOMS  
TRADITIONS  
RULES  
STATUS  
BELIEFS  
THOUGHT PATTERNS

EXPERIENCES  
RELATIONSHIPS  
RESTRICTIONS  
GENDER IDENTITY  
REGIONAL  
ECONOMIC STATUS  
RITUALS  
PERCEPTIONS

**CULTURE CONSIST OF YOUR CUSTOMS, BELIEFS, VALUES AND BEHAVIOR.**

**SOME ASPECTS OF YOUR CULTURE CAN BE SEEN BY STRANGERS, WITH THE MAJORITY REMAINING HIDDEN OR INTERNAL.**

**VISIBLE CULTURE CONSIST OF YOUR BEHAVIOR, CUSTOMS, APPEARANCE, AND DRESS. YOUR DEEP, NOT IMPOSSIBLE BUT LESS CHANGEABLE CULTURE INCLUDES YOUR VALUES, ATTITUDES, BELIEFS AND PERCEPTIONS.**

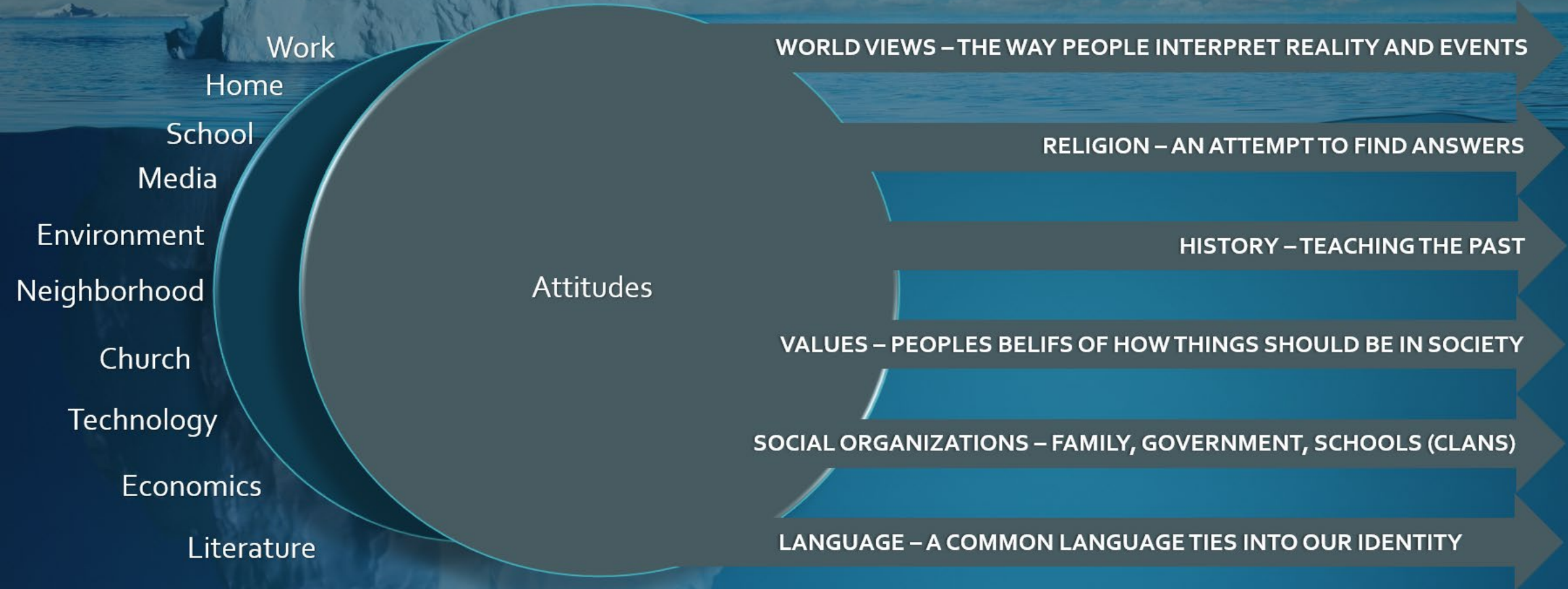


# ELEMENTS OF CULTURE

An iceberg floating in a blue ocean under a blue sky with clouds. The top part of the iceberg is visible above the water, while the much larger bottom part is submerged. A dark teal circle is overlaid on the submerged part of the iceberg, containing the text 'Personal Values & Beliefs'. The background image is semi-transparent, allowing the text to be clearly visible.

Personal Values & Beliefs

# ELEMENTS OF CULTURE



# HOW ARE YOU COMMUNICATING?

**INTRAPERSONAL COMMUNICATION:** COMMUNICATION OCCURRING WITHIN ONESELF.

**INTERPERSONAL COMMUNICATION:** COMMUNICATION OCCURRING BETWEEN PEOPLE.



# HOW ARE YOU COMMUNICATING?

PEOPLE WE INTERACT WITH, WE TEND TO LABEL.

PEOPLE WE TRANSACT WITH, WE SEE THE TOTALITY OF.

A woman with long dark hair and a man with curly hair are clapping their hands together in a city setting. The woman is on the left, smiling, and the man is on the right, also smiling. They are in front of a building with windows. The scene is lit with warm, golden light, suggesting sunset or sunrise.

# CROSS-CULTURE COMMUNICATION

## CROSS-CULTURE COMMUNICATION

- A challenge of living with multiculturalism is cross-cultural misunderstandings. Behaviors and gestures differ widely from place to place, and it is easy to make an assumption based on a gesture or behavior that is incorrect because it means different things in different cultures.
- From a business perspective, cross-culture communication refers to how well people from different cultures interact in a business environment.





In which on of these countries is this  
Likely to be seen as a rude gesture?

- Iran
- Australia
- Canada
- Japan





In which of these countries is it common to greet people like this?

New Zealand

Canada

Spain

Korea



In which of these countries is using your left hand likely to be considered rude?

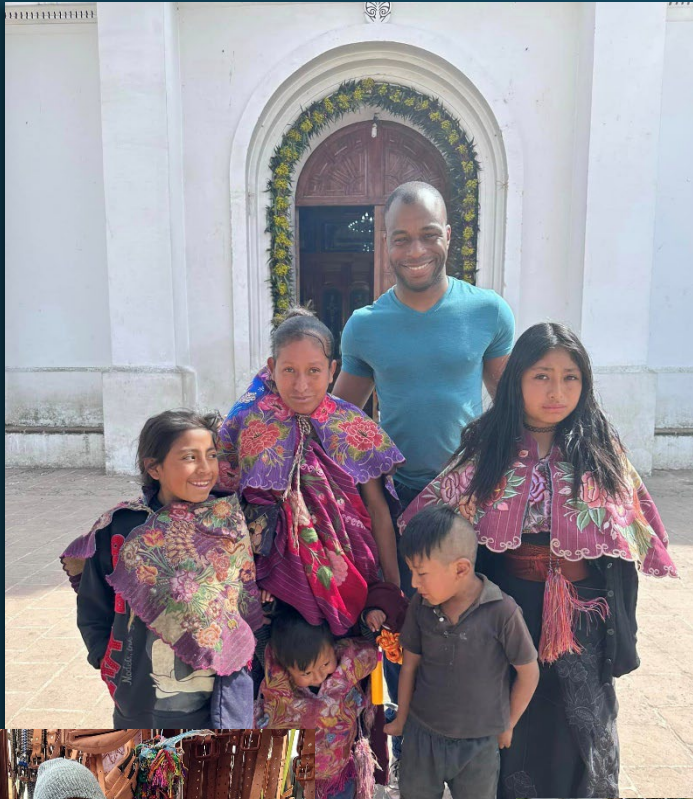
Germany  
Australia  
Sri Lanka  
Japan



In which of these countries is altering your meal likely to be considered rude?

- Costa Rica
- France
- America
- El Salvador





In which of these communities is looking into a camera a method of robbing a person's soul?

- Pelagian
- Buddhist
- Tzotzil
- Germanic





In which one of these cultures is it common for extended family to make critical healthcare decisions for other family members?

- Canadian
- Australian
- African
- Irish



In which of these countries does the elder hold the status of venerated prophets of God – with the power to bless or curse you as they see fit?



Republic of Malta

Nigeria

Greece

Samoa



# Implicit Bias

Also known as implicit social cognition, implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. These biases, which encompass both favorable and unfavorable assessments, are activated involuntarily and without an individual's awareness or intentional control.

Source: Understanding Implicit Bias - The Ohio State University [Kirwaninstitute.osu.edu](http://Kirwaninstitute.osu.edu)



A background image of a business meeting with three people in professional attire. A woman with glasses is smiling and talking to a man on the left, while another woman on the right is also smiling. They are sitting around a table with documents and a laptop.

## Affinity Bias

Or similarity bias is the tendency to connect with others who share similar interest, experiences or backgrounds.

A background image of a business meeting with three people in professional attire. A woman with glasses is smiling and looking towards a man on the left. Another woman is smiling and looking towards the man. They are sitting around a table with documents and a glass of water.

## Confirmation Bias

When we make conclusions about an individual about a situation or person based on your personal beliefs and prejudices rather than on the unbiased merits.



A background image of a business meeting. Three people are seated around a table, looking at documents and talking. The image has a blue tint. A dark grey horizontal bar is overlaid on the left side, containing the title. Another dark grey horizontal bar is overlaid across the middle, containing the definition. In the bottom right corner, there is a logo for Harbinger Horizon.

## Attribution Bias

In an effort to try and make sense of a person's behavior based on prior observations and interactions you've had with that individual that make up your perception of them.

A background image of a business meeting with three people in professional attire. A woman with glasses is smiling and looking towards a man on the left. Another woman is smiling and looking towards the man. They are sitting around a table with documents and a glass of water.

## Conformity Bias

More commonly identified as peer pressure, this bias is demonstrated where people act similar to the people around them regardless of their own personal beliefs or values.



A background image of a business meeting with three people in professional attire. A woman with glasses is smiling and talking to a man, while another woman looks on. They are sitting around a table with documents and a laptop.

# Halo Effect

The effect in which we place a person on a pedestal after learning something impressive about them.



A background image of a business meeting with three people in professional attire. A woman with glasses is smiling and talking to a man on the left, while another woman on the right looks on. They are seated around a table with documents and a laptop.

## Horns Effect

Viewing someone in a negative manner after learning something unpleasant or negative about them.

A photograph of three business professionals in an office setting. A man in a suit is on the left, looking towards a woman in a dark blazer and glasses in the center. To her right, another woman in a light blazer is smiling. They are gathered around a table with papers and a laptop. The image has a blue tint and a dark overlay at the bottom containing text.

# Gender Bias

Demonstrating a preference of one gender over another.



A group of business professionals in a meeting, smiling and engaged in conversation. The image is overlaid with a semi-transparent blue filter. The text is placed on a dark grey horizontal bar.

## Ageism Bias

The tendency to have a negative feeling about another person based on their age.



A background image of a business meeting with three people in professional attire. A woman with glasses is smiling and talking to a man on the left, while another woman on the right looks on. They are seated around a table with documents and a laptop.

## Name Bias

The practice of judging or preferring people with certain types of names – typically names that are of Anglo origin

A group of business professionals in a meeting, smiling and engaged in conversation. The image is overlaid with a semi-transparent dark blue banner containing text.

## Beauty Bias

A social behavior where people believe that attractive people are more successful, competent and qualified.



# Have Discussions With Community and Peers That Encourages Self-Advocacy

Each underrepresented community has a  
different experience with self-advocacy.



Source: Andreoletti, C., Leszczynski, J. P., & Disch, W. B. (2015). Gender, race, and age: The content of compound stereotypes across the life span. Los Angeles, CA: SAGE Publications. Doi:10.1177/0091415015616395



# Advocacy as a whole matters

Attribute ideas correctly

Acknowledge accomplishments

Ask probing questions



Source: Andreoletti, C., Leszczynski, J. P., & Disch, W. B. (2015). Gender, race, and age: The content of compound stereotypes across the life span. Los Angeles, CA: SAGE Publications. Doi:10.1177/0091415015616395

# Language as a barrier

Those with limited first-language skills or who have a thicker accent are often subject to discrimination, ridicule, and harassment.



Source: Cook, A., Perusse, R., & Rojas, E. D. (2012). Increasing Academic Achievement and College-Going Rates for Latina/o English Language Learners: A Survey of School Counselors Interventions. *Journal of Counselor Preparation and Supervision*. Doi: 10.7729/42.0023



# Challenge the Perception of City Government Culture

Race, gender, age, ability, and other identity-based stereotypes can impact our perception about a person's competence and ability.

This leads to implicit biases we may not even be aware of.



Source: Andreoletti, C., Leszczynski, J. P., & Disch, W. B. (2015). Gender, race, and age: The content of compound stereotypes across the life span. Los Angeles, CA: SAGE Publications. Doi:10.1177/0091415015616395



# Diversity has business impact

67% of job seekers consider workplace diversity an important factor when considering employment opportunities, and more than 50% of current employees want their workplace to do more to increase diversity.



Source: Glassdoor

**WHEN WE MAKE AN EFFORT TO ENGAGE IN CROSS CULTURE COMMUNICATION, WE ARE EXERCISING CULTURAL CONSCIOUSNESS. THE RESULT? WE RECOGNIZE THAT CULTURE IS NOT A FIXED POINT OR PLACE IN TIME. WE EACH BELONG TO AND ASSIMILATE INTO MANY CULTURES THROUGH EXPERIENCES.**

**ALL THOSE CULTURAL EXPERIENCES ARE WHO WE BECOME.**

**WHERE HAVE YOU BEEN? WHERE ARE YOU GOING?**

**WHEREVER THAT MAY BE, IT SHAPES OUR IDENTITY.**



# OVERCOMING CULTURAL BARRIERS

YOUTUBE: Harbinger Horizon Overcoming Cultural Barriers



## Connect

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