

Tuesday, 1:00 – 2:30, B4

## **Patterns of Cultural Differences: A Conversation**

**Cheryl Levine**

517-485-2274

[cheryl.levine@msemp.org](mailto:cheryl.levine@msemp.org)

### Objectives:

Identify and emphasize attitudes that enhance the opportunities for persons with DD to achieve their optimal potential

Develop strategies to promote community inclusion in meeting the needs of persons with developmental disabilities

Identify cultural communication nuances which may impact understanding

### Notes:

# PATTERNS OF CULTURAL DIFFERENCES: A CONVERSATION

A presentation by the Michigan Special Education Mediation Program

March 16, 2017

# MSEMP

To make dispute resolution available to all Michigan students with disabilities.

2

# ADMINISTRATION

- ▶ U.S. Department of Education, Office of Special Education Programs
- ▶ Michigan Department of Education (MDE), Office of Special Education
- ▶ Dispute Resolution Education Resources, Inc. (DRER)
- ▶ Michigan Special Education Mediation Program (MSEMP)

3

# MICHIGAN CONTINUUM

Stage of Conflict	Stage 1	Stage 2	Stage 3	Stage 4	Stage 5
Level of Intervention	Prevention	Disagreement	Conflict	Procedural Safeguards	Legal Review
Assistance, Intervention Options	Conflict resolution skills training	Informal peer party decisions TRIC hotline information phone line 888-320-8344	Conditional (Mediation) Egypat mediation	Pre-filing mediation Mediation under IDEA	Complaints Resolution sessions Due process hearings Litigation Litigation
Dimensions	Third party assistance	Decision making by parties		Third-party decision making	Third-party intervention
	Interest-based	Informal/flexible		Formal/fixed	Rights-based

4

# POPULATION FRAMEWORK

Population predictions by US Census

Nationally : by 2050  
54% of population will be other than non-Hispanic White for children, minorities will be the majority by 2023  
Part of the population over 65 will more than double

Michigan: by 2060  
There will be a 60% chance that any two people will be of different races

# POPULATION FRAMEWORK

▶ Michigan school-age population changes

Age	AA	White	NA	PI	Latin o	Asian	MU
5-13	-3.8	-3.8	-4.2	-15.1	5.2	5.4	4.9
14-17	-11.3	-4.3	-7.2	13.6	2.8	7.3	5.2

Michigan Department of Technology, Management, and Budget/CSSIP 2013

- ▶ 1. Communication is rule governed
- ▶ 2. Context helps specify communication rules
- ▶ 3. Communication rules are culturally diverse

## BASIC ASSUMPTIONS

- ▶ Different Communication Styles
- ▶ Different Attitudes Toward Conflict
- ▶ Different Approaches to Completing Tasks
- ▶ Different Decision-Making Styles
- ▶ Different Attitudes Toward Disclosure
- ▶ Different Approaches to Knowing

## PATTERNS OF CULTURAL DIFFERENCE

- ▶ Eye contact
- ▶ Facial expression
- ▶ Dress
- ▶ Body movements
- ▶ Personal
  - space/touching
- ▶ Vocal patterns
- ▶ Time relationship
- ▶ Directness
- ▶ Response style/speed

## COMMUNICATION DIFFERENCES

### • CULTURALLY ROOTED

- ▶ We communicate attention, interest, and many other things with our eyes.
- ▶ Eye communication varies from culture to culture.

## EYE CONTACT

- ▶ "Dress for success" has different meanings
- ▶ Accessories also carry meaning-
  - ▶ Piercings
  - ▶ Tattoos
  - ▶ Large or a lot of jewelry
  - ▶ Expensive jewelry

## DRESS

- We communicate in many ways with our bodies.
- ▶ Our **posture** often communicates our attentiveness.
  - ▶ **Gestures** can have very specific meanings, and tend to be very culture specific.

## BODY MOVEMENTS



Touch is a human being's first sensation.  
It is also our first communication.

- ▶ We all use space differently.
  - ▶ Intimate- less than 18"
  - ▶ Casual/personal – 18"-4ft
  - ▶ Social – where most interact
  - ▶ Public - presentations

## PERSONAL SPACE/TOUCHING

- ▶ **Paralanguage** is all of the things that give emphasis and meaning to the words a person uses.
  - ▶ Vocal qualities:
    - ▶ Volume
    - ▶ Inflection
    - ▶ Speed
    - ▶ Pitch
  - ▶ Vocal Characteristics
    - ▶ Vocalizations that convey a learned meaning for a specific culture
  - ▶ Vocal Segregates
    - ▶ Audible sounds not words

## VOCAL PATTERNS

- ▶ Our use of time is culturally based and varies from culture to culture. In the mainstream culture in the United States, we expect exactness of time. We feel it is rude if someone is late. "Time equals money" is a common expression.

- ▶ Informal Time
  - ▶ Punctuality
  - ▶ Pace
- ▶ Past, present & future
  - ▶ Past
  - ▶ Present
  - ▶ Future
- ▶ Monochronic & polychronic time

## TIME RELATIONSHIP

- ▶ Directness of questions
- ▶ Directness of answers
- ▶ Rhetorical style
- ▶ Response to accusation
- ▶ Groups that "beat around the bush" are often considered evasive, disorganized or intellectually weak, when it could be "the journey is part of the experience"

## DIRECTNESS

- ▶ Speed of response
- ▶ Turns
  - ▶ Regulators
    - ▶ Silence
    - ▶ Nodding
    - ▶ Raising eyebrows
    - ▶ Leaning forward

## RESPONSE STYLE/SPEED

HOW WILL YOUR WORK CHANGE?

Golden Rule: Treat others as you would like to be treated

Platinum Rule: Treat others as **they** would like you to treat them

HOW TO CONTACT THE MSEMP

- ▶ Services:  
1-800-8RESOLVE 1-800-873-7658
- ▶ Program information:  
516 S. Creyts, Suite A  
Lansing, MI 48917  
Phone: 517.334.0034  
Fax: 517.220.4181  
Email: [info@msemp.org](mailto:info@msemp.org)

Msemp.cenmi.org



21

THANK YOU