

A photograph of a woman with short hair, wearing a white turtleneck sweater, smiling broadly. She is sitting in a crowd of people, with other people visible in the background. The image is slightly dimmed to allow text to be overlaid.

“We think we see the world  
as it is, when in fact we see  
the world the way we are.”

**STEPHEN R. COVEY**



# Creating a Culturally Competent Workforce: The *BCTC* Story

Presented by **Dr. Iddah Otieno** & **Maria Torres, MSHRL**





# Agenda

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Why Cultural Competency?

History of the BCTC Cultural Competency Certification Program

Future Plans: As Bright as the Stars!

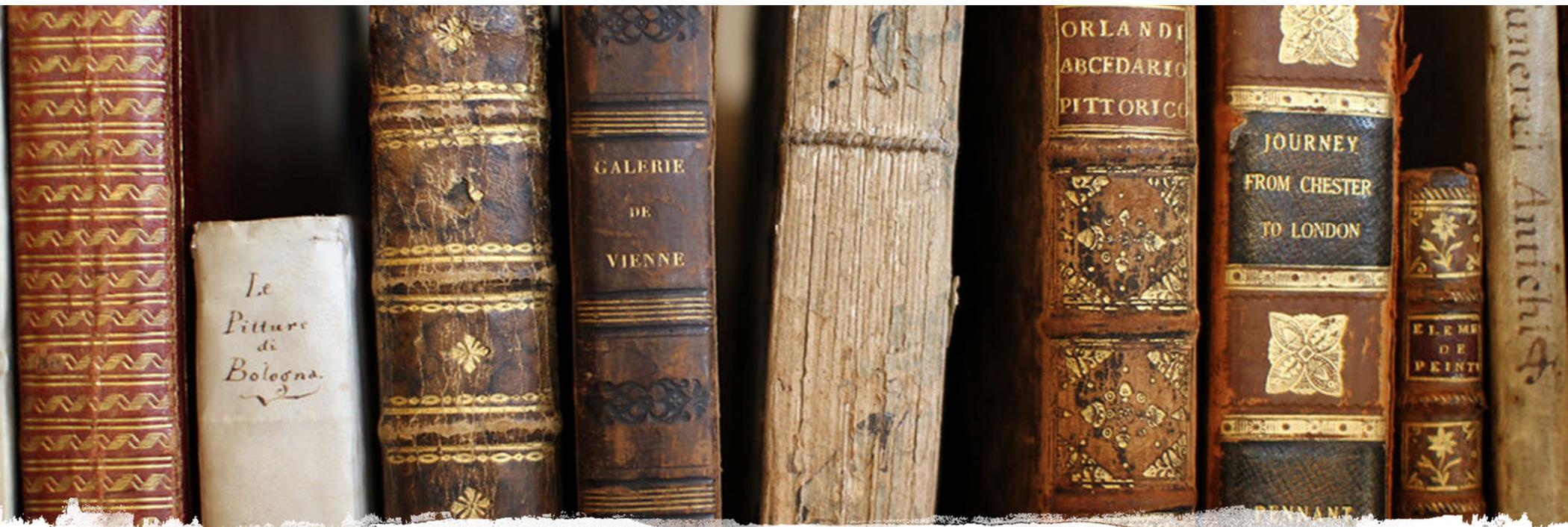
Share Your Story: What's going on in Your Campuses?

Adjourn



Why *Cultural* Competence?

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History

It all started with a **QAC** in  
June of 2016



The Recommendation?

# Cultural Competency Certification Program *Team*



Dr. Iddah  
Otieno



Dr. Steven  
J. White



Erin  
Howard



Maria  
Torres

# Aligning the Cultural Competency Certification Program with the *BCTC* Strategic Plan and Goals

## Strategic Initiative 2: Cultivate an inclusive Learning Community

2.1: Enhance college services and activities to recruit, retain, and graduate diverse students

2.1.1 Support and sustain outreach and retention efforts to increase access and success for underserved or underrepresented populations.

2.1.2 Provide and maintain a culture of inclusion and support for international, migrant, and refugee students.

2.2: Advance cultural competency and inclusion to promote greater college diversity

2.2.1 Recruit, hire, and retain a diverse faculty and staff to reflect the changing demographics of the student population.

2.2.2 Provide and promote rich multicultural and inclusion experiences that enhance global awareness and cultural competencies of faculty, staff, and students.

# Cultural Competency Course Objectives & Goals

Create educational and collaborative experiences that provide faculty, staff, and students with the knowledge, skills, and attitudes to:

- Increase effectiveness in relating across cultural differences.
- Live effectively in increasingly diverse domestic and international environments.
- Promote equity and inclusion in order to create a positive campus climate.
- Develop a greater understanding of issues of power, privilege, and social justice.
- Promote initiatives that take the college beyond compliance in diversity and inclusion.



**The Development/Implementation Phase**



**#GetToKnow\_I: Diversity & Inclusion**

**BCTC Workshop**



Call for Facilitators & Facilitator Training

**2018 BCTC Fall Kick Off**

**Unmask Your Potential!**

August 3, 2018

**5000<sup>in5</sup>  
BCTC**

**Newtown Campus**

500 Newtown Pike

Lexington, KY 40511

**BCTC**



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**Cultural Competency 101**

**Inclusivity 101**

The Pilot:  
Fall 2018

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14 weeks

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2 times/week

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4 Participants

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1 Facilitator

Competency  
Certification Program  
2018

Announcements

CCCP Syllabus

CCCP Course Calendar

CCCP Resources

Level I

Level II

Level III

Help

Organization  
Management

Control Panel

Files

Organization Tools

Evaluation

Build Content

Assessments

Tools

Partner Content



[CCI 101: Introduction to Cultural Competency](#)



Module 1 Overview:

- Introduction to Cultural Competency
- Key Cultural Competency Terms
- Patterns of Cultural Competency
- Types of Discrimination
- How Culture Impacts Our Perceptions Beliefs, and Behaviors



[INC 101: Introduction to Inclusivity](#)

Availability: Item is available, but some students or groups may not have access.  
Enabled: Adaptive Release



Module 2 Overview:

- Introduction to Inclusivity
- Dealing with Difficult Personalities
- Inclusivity and the Rewards
- The Cost of Exclusion



Faculty & Staff – Graduates of the CCP Institute May 2019

# Civility



The C3P: Civility intends to equip BCTC's faculty and staff with practical strategies for promoting respect and understanding of diverse cultures and social groups and recognizing each person's unique abilities and attributes with a focus on civility.

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*New Civility Modules for the Spring of 2020*

 [CIV 101: Introduction to Civility](#) 



**Module 3 Overview:**

- Introduction to Civility
  - The Civility Quiz
  - Term Hunt on Civility
  - Activity: Circles of My Multi-Cultural Self
  - Why Civility is Important in the Classroom, the Workplace, and Community (BCTC)?
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 [CIV 102: Demonstrating Civility in the Workplace, the Classroom, and the Community \(BCTC\)](#) 



**Module 6 Overview:**

- Guidelines for Culturally Competent Practice
- Action Plan Draft Due
- Civility Activity Rubric
- Activity: Who Am I? (Poem on Civility)
- Case Studies



Future Plans: As Bright as the *Stars!*





Dr. Iddah Otieno

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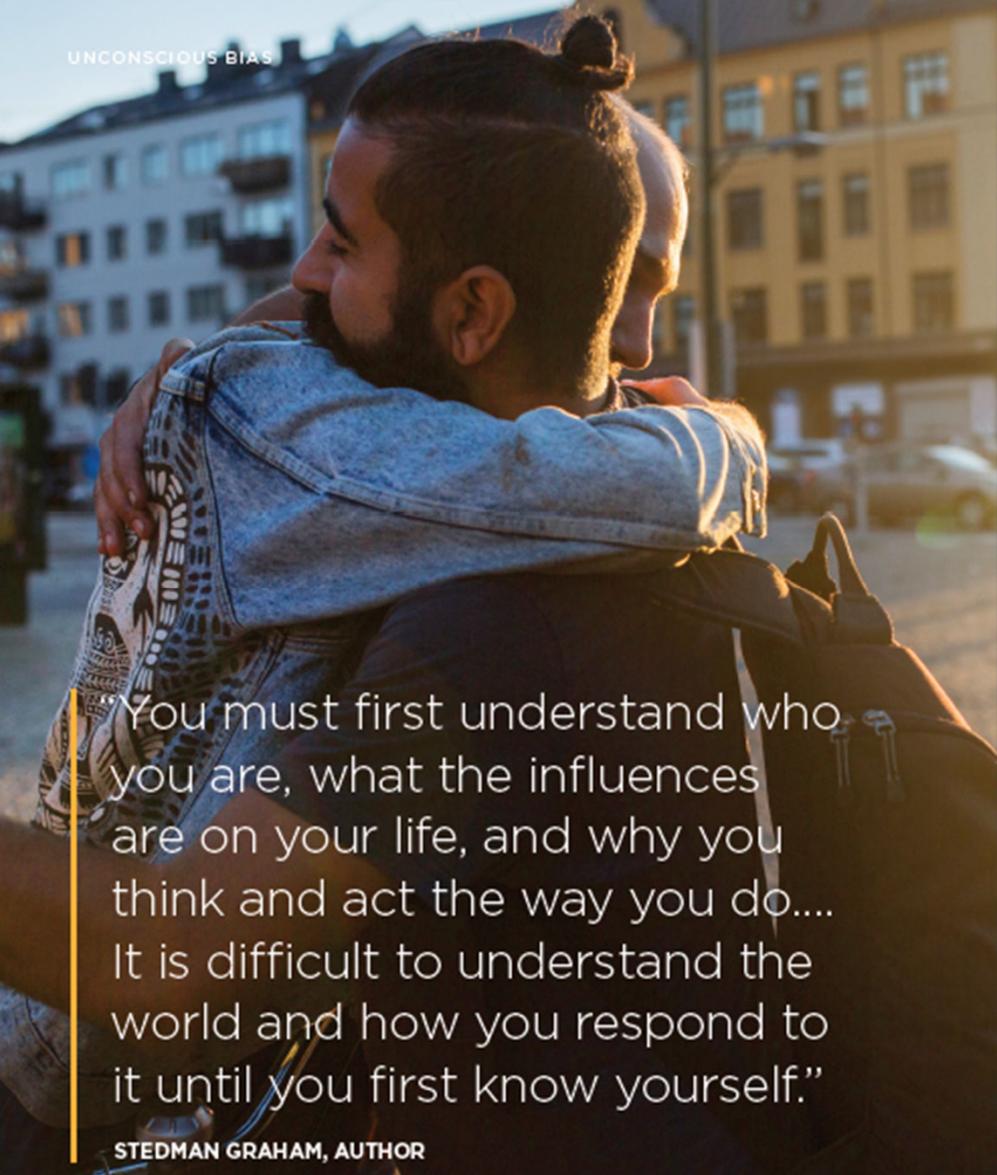
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UNCONSCIOUS BIAS

"You must first understand who you are, what the influences are on your life, and why you think and act the way you do.... It is difficult to understand the world and how you respond to it until you first know yourself."

STEDMAN GRAHAM, AUTHOR

# Thank you!

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