



Welcome to the 29th Annual AB 1058 Conference

September 18, 2025

Cultural Awareness and Sensitivity

California Superior Court,
County of Los Angeles



Objectives

Define Culture

Identify the difference Between Cultural Awareness and Cultural Sensitivity

Review Cultural Competence and Intelligence

Recognize and Examine Bias

Summarize In Group and Out Group



Culture

Culture is typically described as the totality of learned behaviors of a people that emerges from their interpersonal interactions.





Culture includes the ideals, values, and assumptions about life that are widely shared and that guide specific behaviors.

Cultural Awareness

Being aware of differences and similarities is important when communicating or interacting with members of other cultural groups.

Cultural Sensitivity

Being sensitive to cultural differences and don't assign them value – such as positive or negative, better or worse.

Why is it Important to Develop Cultural Awareness and Sensitivity?



Cultural Awareness and Sensitivity Assists With:



Communicating Effectively

**Improving
Relationships**

**Building Trust and
Empathy**

**Showing Appreciation of
Differences**

**Better Understanding
People**



A person wearing a light blue button-down shirt is holding a large white rectangular sign in front of their chest. The sign has the word "Activity" written on it in a large, bold, blue sans-serif font. The person's hands are visible at the edges of the sign, and their legs in blue jeans are visible at the bottom. The background is a solid, neutral grey.

Activity

Cultural Awareness & Sensitivity Self Checklist

- ✓ Listen actively and without judgment.
- ✓ Avoid assumptions based on stereotypes.
- ✓ Be open to learning about other cultures.
- ✓ Reflect on personal biases and challenge them.



Cultural Competence

Awareness – Consciousness of one's own attitudes and biases.

Knowledge – Learning about different cultural groups.

Cultural competency means being aware of your own cultural beliefs and values and how these may be different from other

Skills – Integrating that awareness through action.

Attitude – Belief that differences are valuable and change is necessary and positive.



What is Cultural Intelligence?

Cultural intelligence (CQ) is the capability to relate to and work effectively across cultures. It involves understanding different cultural norms, beliefs, and practices and adapting one's behavior to work well with people from diverse backgrounds.





Work effectively with others.

Insights into the culture of the people you work with and the public.

Enhances self-reflection, open-mindedness, and the ability to anticipate problems.

Helps build rapport with a new group of people.

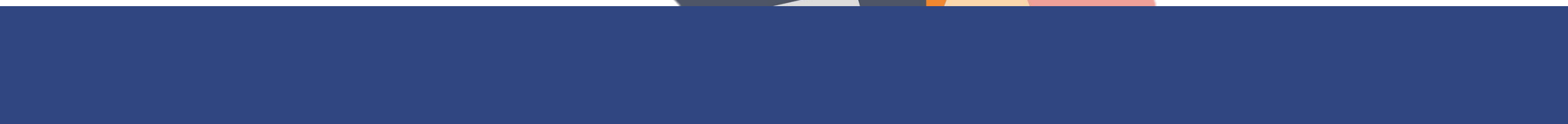




Recognizing and Understanding Bias

Bias is a preference in favor of, or against a person, group of people, or thing.

We Are All Biased



Explicit Bias

Aware of bias

Expressed directly

Operates consciously

Implicit Bias

Unaware of bias

Expressed indirectly

Operates unconsciously

Cognitive Biases

A cognitive bias is a systematic error in thinking that occurs when people are processing and interpreting information in the world around them and affects the decisions and judgments that they make.



BIAS

Activity

Identify Your Blind Spots
(Biases)



Steps to Reduce Bias

1

Assess which biases are most likely to affect **you**.

2

Assess which biases are most likely to affect **your team**.

3

Create supportive dialogue
Acknowledge – Clarify – Explore - Solve

4

Stop & Think

Culture and Intergroup Relations

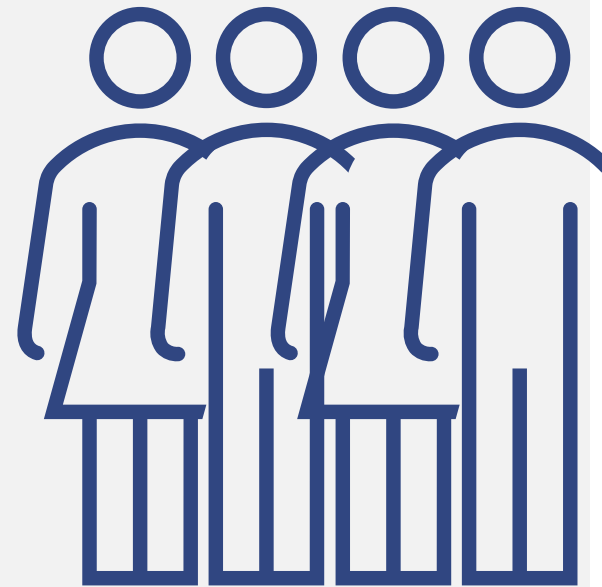
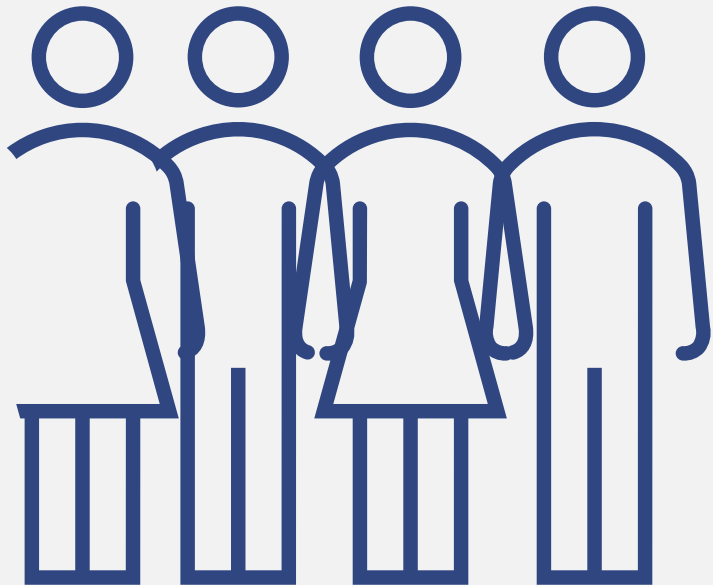


In Group and Out

Group

People tend to gravitate toward those they can easily relate to and identify with more. People tend to categorize others into two social groups:

Ingroups (those like ourselves) and **Outgroups** (those that differ from us).



In Group **Out Group**
Breakout Activity

Summary

Cultural Awareness & Sensitivity

Understand culture as learned behaviors and values; distinguish cultural awareness from cultural sensitivity.

Cultural Intelligence (CQ)

The ability to work effectively across cultures by recognizing norms, adapting behavior, and enhancing communication.

Bias & Inclusion

Identify implicit and explicit biases, as well as cognitive shortcuts, that influence decisions; adopt strategies to mitigate bias.

Ingroup vs. Outgroup Dynamics

Recognize how social grouping impacts interactions and inclusion within the workplace.

Building Competency

Develop cultural competency through awareness, knowledge, skills, and attitude.



The top half of the image features a horizontal band with a background of stylized, overlapping silhouettes of people's heads and shoulders. The silhouettes are in various shades of blue, purple, and red, representing a diverse group of individuals. The text "Thank You" is centered over this band in a large, white, sans-serif font.

Thank You

Cultural Awareness & Sensitivity