



Professional Package: Trainings for Critically Thinking Professionals

CULTURAL APPRECIATION

HAVING A THIRST TO LEARN ABOUT AND EMBRACE CULTURAL DIFFERENCES AND THE KEY TO DELIVERING QUALITY CLIENT SERVICES

Presented by Frank Delano, LMSW, and Noor Almaoui, LCSW

Description

There are many components to providing high-quality services to people we work with, but it all goes back to engagement and the person feeling respected, and not judged, by the worker. Many cultural “competence” trainings give general parameters of information about various cultures or address appropriate terms to use. Although this can be helpful, most people can sense when someone goes beyond that and has a genuine interest in understanding what aspects of their culture are important to them. This highly interactive training goes beyond increasing understanding and tolerance of cultural difference by focusing on strategies to embrace those differences and make them a foundational part of the relationship. Participants will self-reflect honestly on their biases, examine what has worked for them in culturally engaging families, and develop of a new sense of awareness of starting where the client’s important cultural identifications are. We will also discuss how our focus on “cultural appreciation” can enhance our relationships with each other.

Topics

- Striving for cultural “competence” can result in “playing not to lose” when engaging people culturally, striving for cultural “appreciation” is “playing to win”
- Understanding the concept of “cultural appreciation” and how it differs from “cultural competence”
- Recognizing if and when “different” becomes “wrong” and whether that matters
- Recognizing whether you are placing your values and sense of “merit” onto your clients because “it is good for them”
- Distinguishing between “stereotypes” and genuine characteristics of someone
- Determining whether you should accept food in a client’s home if offered
- Learning what part of a client’s “culture” is most important, beyond the ethnic, racial, sexual identification, language, age, and other “boxes” with which people tend to identify others

Date: Monday, June 3, 2019
Time: 9:00 a.m.–4:30 p.m.
Location: Capital Region BOCES, Empire Room
900 Watervliet-Shaker Rd., Albany, NY 12205
Credits: 6 continuing education credits
Cost: \$100 per person
Registration: email fdelano24@aol.com or call 914.673.7802

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About the Presenters

About Frank Delano, LMSW

Frank Delano, LMSW, is the owner of Professional Package Consulting, Inc., and is a Walker-Trieschman Center Master Trainer. He was most recently the Director of the Rita Markus Training Institute. He has also been Director of the Herschel Alt Day Treatment Center and the Associate Director at Hawthorne Cedar Knolls. Frank was an adjunct faculty member at the Fordham University Graduate School of Social Service for 20 years and is currently a regular contract trainer with the University of Oklahoma. He has served on a national task force that revised the Child Welfare League of America Standards of Excellence for children in residential group care in America and the CWLA National Residential Advisory Board. He is currently a member of the Board of the Association of Child and Youth Care Practice and also served on the Board of Directors of the American Board of Examiners in Clinical Social Work. He, along with Jill Shah, is the co-creator of the “professional package” concept. Frank has published numerous journal articles and presented extensively nationally and internationally including in India, the Czech Republic, Australia, Ireland, Austria, Israel, Scotland, Canada, and France.

About Noor Almaoui, LCSW

Noor Almaoui, LCSW, is a biracial, trilingual world traveler and a licensed clinical social worker with experience working directly with vulnerable populations such as foster youth, at-risk children and families, and adults experiencing homelessness in Southern California. Noor completed her master’s in social work at California State University, Northridge. Noor is currently working as Lead Clinician for a large multiservice agency in Los Angeles. She has facilitated numerous trainings for social services providers on a variety of topics including cultural diversity, burnout prevention, harm reduction, and overdose prevention.

Noor and Frank Delano co-facilitated cultural appreciation trainings last year in New York, in Los Angeles, at the Unity through Relationship International Conference in Ireland, as well as for TUSLA, the Irish Government Child and Family Agency.

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