

<b>CSG Client Services Guide</b>	<b>Date Issued</b>  6/16/14	<b>Subject</b>  Diversity and Inclusion	<b>Diversity and Inclusion</b>
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## CSG Table of Contents

### Chapter 23 – DIVERSITY AND INCLUSION

#### 2300 DIVERSITY AND INCLUSION

##### 2300.1 Definitions

- It is important that counselors are in agreement with what certain terms mean in the context of diversity issues. The terms (listed below) are not new, but many times they are used between people who do not agree on what they mean.
  - **Culture** – The customs, beliefs, laws, ways of living and all other results of human work and thought that belong to a people.
  - **Diversity** – Differences among people reflected in a variety of forms, such as race, culture, perspective, talent, interest, age or religion. Any collective mixture characterized by differences, similarities and related tensions and complexities.
  - **Anti-bias** – An active/activist approach to challenging prejudice, stereotyping, bias and the “isms.”
  - **Bias** – Any attitude, belief or feeling that results in, and helps to justify, unfair treatment of an individual’s identity.
  - **Prejudice** – An attitude, opinion, or feeling formed without adequate prior knowledge, thought or reason. Prejudice can be prejudgment for or against any person or group.
  - **Stereotype** – An oversimplified generalization about a particular group, race, gender or other group designation, which usually carries derogatory implications.

##### 2300.2 Guidance

- Counselors need to:

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- demonstrate sensitivity and awareness of stereotypical thinking about people because of their culture, race and gender.
- be aware of, recognize and correct their own cultural biases.
- understand the importance of a healthy, diverse work force.
- see people as individuals in order to attract, retain and motivate them.
- avoid stereotypes when interacting with individuals because they can categorize people and their abilities, and limit the way a counselor sees a person's true talents, ambitions and preferences.
- A "culturally competent service delivery" system involves the following key concepts:
  - Cultural competence is a process that allows individuals to accept, respect and work with others who are different from themselves.
  - Cultural competence is the awareness of your own biases and knowledge of the factors that influence cultural differences and similarities.
  - The process requires the development of skills, attitudes and behaviors that allow individuals to understand and interact effectively with people from other cultures.
- Counselors can effectively respond to diversity by:
  - Accepting personal responsibility for enhancing their own and their organization's effectiveness.
  - Demonstrating contextual knowledge: Know themselves, their organization, and understand key diversity concepts and definitions.
  - Having a clear understanding about requirements and basing decisions about differences on how they impact the ability to meet these requirements.

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- Understanding that diversity can be accompanied by complexity and tension. Being prepared to cope with these can promote greater diversity effectiveness.
- Are willing to challenge conventional wisdom.
- Engage in continuous learning.