

Cultural Awareness & Ethical Considerations



Why understand Culture?

A lack of knowledge of cultural differences can result in an unintentional violation of an individuals' rights as well as officer safety and associated risks.

The Definition of Culture

Culture is defined as beliefs, values, patterns of thinking, behavior, and everyday customs that have been passed on from generation to generation.

Multicultural Community is simply one that is made up of many different cultural, ethnic and racial groups.

Developing Cultural Competence

- Developing a set of standards, attitudes, policies, and structures that enable all people in the organization to work effectively and fairly across all cultures.
- Seek out and apply cross-cultural knowledge.
- Answer to and communicate effectively within the cultural contexts that the organization serves.

Seeking out information and skills that lead to sensitivity does not imply favoritism towards any group. Rather, it helps to improve communication within all groups.

Is America a Melting Pot or a Mosaic?



The ethnic, racial, gender, and lifestyle composition of the United States is changing.

Typical Criticisms of Immigrants

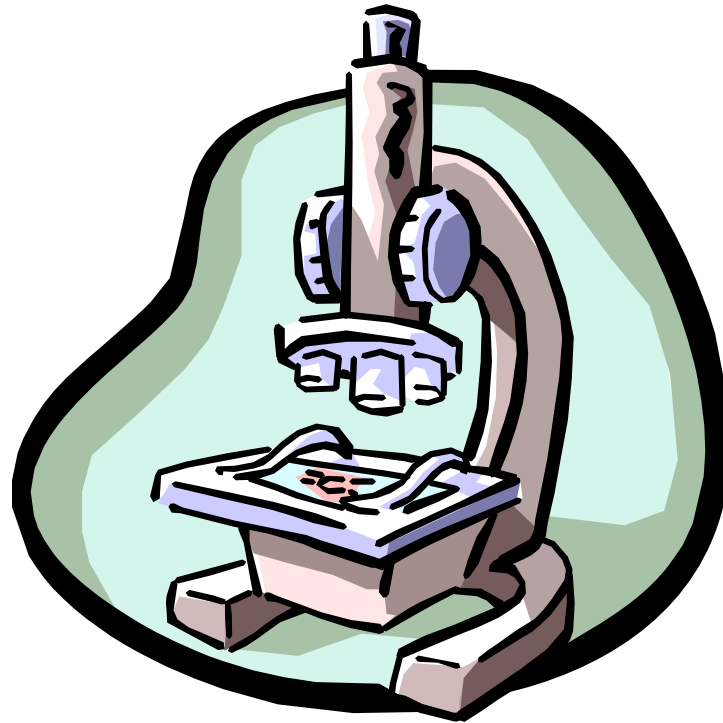
- They hold on to their cultures.
- They don't learn our language.
- Their customs are strange.
- They form cliques.

Immigration is not something new. Virtually every citizen can claim to be a descendent of someone who immigrated to America.

Officer/1st Responder Bias

- Less than positive attitudes may surface, especially when the officer is under pressure.
- The way an officer communicates and his or her actions may become less than professional.

1st Responders are under the microscope!



Differences

- Attitudes
- Customs
- Laws



Immigrant Women

- In some cultures the attitude towards woman is much different.
- Women are sometimes victims of Domestic Violence and often do not report this because the fear Deportation

Many Immigrants fear the authority, especially government officials, because in their native countries police engage in unprovoked acts of brutality.

Public Relations

Individual security and police officers have the ability and the duty to create positive public relations by demonstrating cultural sensitivity and respect toward members of ethnic communities

Cultural Awareness

Being conscious of and sensitive to cultural issues can have a significant impact, in that security and police have the power to either inflame or calm those involved in a particular incident or situation.

What is Prejudice?

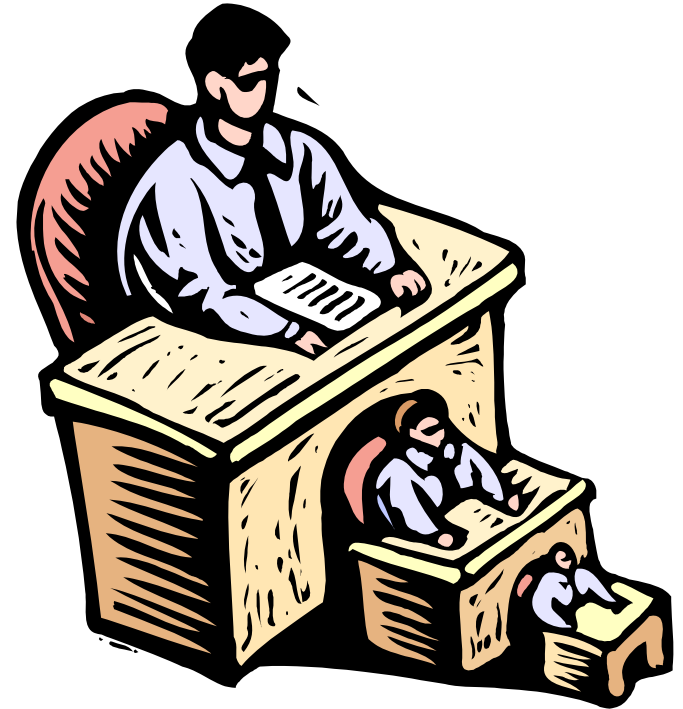
Prejudice is a judgment or opinion formed before facts are known, usually involving negative or unfavorable thoughts about groups of people.

RACISM

It is unacceptable and must be challenged!

ACTION!!!!!!

- Although firm or agency policies cannot mandate their personnel banish prejudicial thoughts, this subject should be dealt with seriously.



If an individual acts on
prejudice the result may be
disastrous!!!!!!



Peer Pressure

What part does peer pressure play
in the decisions we make?



Microcosm =

A world in miniature: could be your firm or agency or a segment of the community.

EIGHT TIPS FOR IMPROVING RELATIONS WITH MULTICULTURAL INDIVIDUALS AND COMMUNITIES

TIP #1

Make positive contact with individuals or community group members from diverse backgrounds.

TIP #2

Allow the public to see you as much as possible in a non-enforcement role.

TIP #3

In every situation, make a conscious effort in your mind to treat all individuals objectively and fairly.

TIP #4

Be aware that all groups have some bad, some average, and some good people within them.

TIP #5

Be personable and friendly with all people, particularly minority-group members, as many don't expect it!

TIP #6

Be comfortable with racial and ethnic issues with other employees and citizens.

TIP #7

Take responsibility for educating people about the role of the security and law enforcement, including the standard operating procedures used by them.

TIP #8

Relish the role as a change agent within your firm, agency and your community!!!

Does your firm or agency have Policies and Procedures in place regarding racial and cultural issues?



The Challenge

In the entire history of crime-fighting and public safety, the challenge of this magnitude of preventing and investigating terrorism has never before been faced.

New Challenges

- Protecting from acts of terrorism by those terrorists who may be hiding in multicultural communities in the United States.
- Protecting the members of multicultural communities who may have no ties to terrorists or criminals but are stereotyped, harassed, or discriminated against.

When You Hear the Word Terrorist, What Do You Think?

- Do the words Arab and Muslim come to mind?
- Why is this?
- After 911 this perception certainly increased and led to the stereotyping of Middle Easterners in general.
- This has led crimes against Arab Americans.

Arab Stereotypes

- All Arabs are Muslims and all Muslims are Arabs
- All Arabs are wealthy.
- All Arabs are terrorists.
- All Arabs have harems.
- All Arabs are ignorant and backward.
- These stereotypes could not be further from the truth.

Basic Arab Values

- Honor and the fear of losing face or being shamed publicly.
- Family loyalty takes precedence over one's personal needs.
- Concerns over protection and privacy often override relationships outside the family.
- Prefer to resolve issues privately rather than publicly.

Basic Arab Values

- Communication should be courteous and polite.
- May not give totally honest answers if those answers result in losing face.
- Some of these values are not easily understood by westerners, but security and police personnel would be we advised to understand these values as to avoid being insulting.

Cultural Practices

- Expect to be addressed with a title such as Mr., Mrs., or Miss followed by their last name.
- It is generally not appropriate to shake hands with an Arab woman unless she extends her hand first.
- Public touching of the opposite sex is forbidden in the traditional Arabic world.

Hospitality

- Hospitality is extremely important in the Arabic world regardless of ones station in life.
- Hospitality is not an option, it is a duty and obligation.
- Hospitality is often offered in the form of food or refreshment.

Communication

- Generally Arabs are very friendly and expressive people.
- They are often more comfortable talking at closer distances than Westerners.
- Tend to be very expressive in body and voice.
- In the Arabic world, language is very powerful.
- Insults and obscenities can cause irreparable harm.

Communication

- Take time to understand and be aware that an English word that has a particular meaning to you, may not have the same meaning to an Arab person.
- If you as an investigator, take the time to appreciate and understand the customs of not only the Arabic culture, but all cultures.
- You may lose more than just face!

Act as a “Professional”

- Educated and public service oriented and a lifetime learner.
- Conduct on the job is appropriate and ethical.
- Respecting the dignity of humanity and the need for justice.
- Culturally sensitive.
- A positive influence on culture of firm or agency.

Ethics

The rules of conduct or moral standards guiding individual or group behavior.

Professional Ethics

Ethics applied to the workplace with an emphasis on knowing organizational codes, procedures and guidelines and behaving within those guidelines when faced with dilemmas in professional work.

Fundamental Ethical Principles

- An organizations code of ethics is the beginning, not the end.
- Ethics as a professional priority. We do what we see.
- Involves open communication and thoughtful dialogue.
- Taking action when unethical conduct is detected.
- Employees protected against retaliation.

Causes of Unethical Behavior

- A perceived sense of victimization.
- Us vs. them!
- Win at all costs mentality.
- Acts of omission, not following prescribed procedures. Just getting by.
- Deliberately breaking the rules. Everyone else is!
- Rationalizing criminal activity.

Always Remember!

“If they’ll snitch for you, they’ll snitch on you.”

Anonymous narcotics agent

Compromise your Ethics

And you will compromise your career!!!!!!!!!!!!!!

“Live to fight another day.”

QUESTIONS



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