



IENE 6



Contemporary large migration waves into Europe: Enabling health workers to provide psychological support to migrants and refugees and develop strategies for dealing with their own emotional needs

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Intellectual Output 8

Bitesized Learning Tool No1: Culture, Cultural Differences and Psychological Support

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Learning Objectives

- The first objective of this bitesized learning tool is to consider how culture has been defined.
- The second objective is to explore the importance of culture in our lives.
- Lastly, this bitesized learning tool raises awareness about the role of culture in the delivery of psychological support to refugees.

What is culture?

One of the definitions of culture is: *“The collective programming of the mind which distinguishes the members of one group or category of people from another.”* (Hofstede, 1991; p.5).

Culture involves norms, values and traditions which a group of people have in common, but in reality it is a much broader concept. For example, culture can include:

- Languages and dialects
- Food and drink
- Clothes, ways of dressing
- Religious customs, rituals and beliefs
- Cultural traditions, customs, festivals
- Gender roles and differences in the way of doing things or roles assigned to people; also interactions between people of different genders
- Cultural values
- Ways of understanding humour
- ‘Rules’ or protocols of ways to behave and etiquette (e.g. showing respect to elders)

Culture is important because it determines our behaviours and way of life, and also the way in which we view the world. As we mention in bitesized learning tool No2 (culturally competent compassion), it is important to take into account somebody’s culture when delivering care to them. It is essential to have an awareness of our own culture and how it can impact on the way we interact with people. This helps us to be more effective when we communicate with others so that we can meet their needs and reduce any barriers to receiving the necessary support that they require. This also helps us to deliver care that is more compassionate.

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To enhance your knowledge about culture and cultural differences click the link shown here. It will take to a presentation by the Phoenix social care enterprise group entitled 'Understanding Cultural difference'.

http://multicultincare.eu/assets/understanding-cultural-differences-training-day_2015.pdf

If you have some time visit the website <http://multicultincare.eu/> which contains more presentations and other useful information.

Culture, compassionate care and psychological support

Papadopoulos defines **culturally competent compassion** as:

"a human quality of understanding the suffering of others and wanting to do something about it using culturally appropriate and acceptable nursing interventions which take into consideration both the patients' and the carers' cultural backgrounds as well as the context in which care is given"

(Papadopoulos, 2011; as cited in Papadopoulos & Pezzella, 2015, p. 2).

Culturally competent compassion is the topic for the bitesized learning tool No2.

Activity

1. A teenage refugee arrives at your clinic. On the way from his home country he has gotten separated from his family members (including his parents and his younger brother) and he is searching for them. He is very distressed and frustrated because he does not know how to speak your language to explain what he needs help with. He seems frightened and in a lot of pain due to a leg injury.
 - a) How would you demonstrate compassion that takes into consideration his cultural background? Give some examples of culturally appropriate actions you may take to alleviate his physical and emotional suffering.

You may like to refer to bitesized learning tool No3 which provides useful ethnohistorical information about Syria.

Self Assessment

In the power points you watched the 'iceberg' representation refers to 'surface' and 'deep' culture. What percent of culture is seen on the tip of the iceberg and what percent is hidden below the iceberg:

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1. On the tip of the iceberg: (Circle the right answer) 15%, 20%, 10%
2. In the hidden below the iceberg: (Circle the right answer) 90%, 80%, 85%

Answers at the end of the tool.

Reflections: Use this space to write down your answers to the questions of the above activity

References and useful resources:

Hofstede(1991) Cultures and organisations: Software of the mind. London: McGraw-Hill.

Papadopoulos, I and Pezzella, A. (2015). A snapshot review of culturally competent compassion as addressed in selected mental health textbooks for undergraduate nursing students. Journal of Compassionate Health Care, 2(3), 1-7.

<http://cultureandcompassion.com/>

<http://ieneproject.eu/>

<http://multicultincare.eu/>

<https://www.asha.org/PRPSpecificTopic.aspx?folderid=8589935230§ion=Overview>

<http://www.flyingstart.scot.nhs.uk/learning-programmes/equality-and-diversity/cultural-competence/>

Self Assessment answers: 1= 10%, 2= 90%

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