

Cultural Diversity and Sensitivity Training

2025



Overview

By the end of this Cultural Diversity & Sensitivity training, you will have an understanding of the following:

- Diversity
- Cultural Competence
- Bias, stereotypes and prejudice
- Equal Opportunity Laws & Classifications
- Language
- Sexual Orientation
- Abilities/Disabilities
- Respect

Diversity



- Diversity is the range of human differences, including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, national origin, and political beliefs.
- FCL Dental is very proud of the diversity of our company! We are proud to have a wide range of ethnicities and cultures represented in our workforce.

Cultural Competence

Cultural competence is the ability of an individual to understand and respect values, attitudes, beliefs, and mores that differ across cultures, and to consider and respond appropriately to these differences.

Components of cultural competence include:

- Awareness of one's own cultural worldview
- Attitudes towards cultural differences
- Knowledge of different cultural practices and worldviews
- Skills to respectfully engage with people from different cultures

Bias

Biases are thoughts and feelings we have that are based on belief systems, values, morals, and the traditions we were raised with or exposed to in the past.

Biases:

- Are learned
- Are filters through which we see the world
- Create stereotypes
- Build barriers
- Filter out truth
- Overlook credentials and qualifications

Stereotypes and Prejudice

- Stereotypes are the application of biases to a group of people
- Prejudice is an irrational attitude of hostility directed against an individual, a group, a race, or their supposed characteristics

Combating Unconscious Bias

At FCL Dental, we actively work against prejudice in the workplace and aspire to have the most inclusive workplace possible by providing education to our employees to move past our internal biases.

A tool to work against our implicit biases is to take a PAUSE in moments where you think you are being influenced by bias.

- P – Pay Attention
- A – Acknowledge your Assumptions
- U – Understand your perspective
- S – Seek Different perspectives
- E – Examine your options and make a decision



Equal Opportunity Laws

These equal opportunity laws ban discrimination and support efforts to achieve diversity:

- Title VII of the Civil Rights Act
- Americans with Disabilities Act
- Age Discrimination in Employment Act



Equal Opportunity Classifications

Classifications protected under federal and state equal employment opportunity laws:

- Race
- Color
- Sex (Gender)
- National origin or ancestry
- Religion or Creed
- Age
- Veteran status
- Physical or Mental Disability
- Genetic Information
- Citizenship



Affirmative Action

Affirmative Action consists of special actions in recruitment, hiring and other areas that are designed to eliminate the present effects of past discrimination, such as the under-representation of minorities and women, and the employment of veterans and persons with disabilities.



Benefits of Diversity

- Opportunity to broaden horizons
- Increase awareness and sensitivity
- Require personal accountability for values and morals
- Effectively serve a diverse community and customer base



Language

Be aware of any bias or discrimination based on a person's language or accent.

Because FCL Dental serves such a wide diversity of members, we may run into language barriers when communicating with others. This can be difficult to work through, but here are some tips to help bridge the gap:



Bridge the Gap

Bridge the language gap by:

- Avoiding jargon, slang and idioms
- Exercising caution when using non-verbal signals and cues—they may mean something different in another culture
- Speaking slowly and check for understanding by paraphrasing
- Using visual images and props
- Using simple, easy-to-translate words
- Being patient



Religion and Spiritual Diversity

Some ways to create an environment more open to religious and spiritual diversity is to:

- Learn more about the religious beliefs and practices of others
- Practice respect and tolerance of all religious customs and beliefs
- Avoid emphasizing religious holidays in the workplace, such as Christmas or Easter décor.



Sexual Orientation

- The LGBTQ (Lesbian, Gay, Bisexual, Transgender, and Queer) community encompasses all people who love and live outside of the heterosexual and cisgender binary.
- People in the LGBTQ community often face hostility and discrimination in big and small ways. Some are on a structural and systemic level, such as being an unprotected class and getting fired for expressing their orientation. This also shows up in small interpersonal ways, such as assuming that a person uses a certain pronoun or that their partner is a certain gender.
- The LGBTQ community is large and encompasses so many different individual experiences. As colleagues, the best way to be an ally is to create an open and welcoming workplace where all employees feel comfortable to be themselves.



Abilities/Disabilities

- People with disabilities comprise the largest minority in the United States. Disability as a dimension of diversity is different from all others because it can happen to anyone, at anytime, anywhere
- Each of us has a 50% chance of becoming disabled, and a 50% chance of having a family member with a disability



Abilities/Disabilities, cont'd.

You can assist someone who is disabled by:

- Focusing on the person's abilities not their disability
- Using a normal tone of voice and tempo of speech
- Speaking directly to the person with the disability, not to their interpreter
- Being age-appropriate and respectful
- Helping if they want help, but don't insist if they decline
- Apologizing if you offend them



Abilities/Disabilities, cont'd.

- FCL Dental accommodates hearing impaired Members with a special TDD line
- FCL Dental members may request special services in audio, large print, Braille or other languages, if needed



Respect

Treating individuals with respect is one of the first steps toward becoming culturally competent.

The ability to respect another begins when we begin to examine our own biases, stereotypes and prejudices.



Respect, cont'd.

Communicate respect to others by:

- Speaking someone's cultural language, if possible, or finding someone who can
- Pronouncing someone's name correctly
- Treating someone with a disability the same way you would an able bodied person
- Asking for and using the correct pronouns and gender markers
- Doing your own research on identities you are less familiar with



Concerns

If you have any concerns, questions, or wish to report a situation, please contact Dawn McInvale in FCL Dental Human Resources or Kayla Cruz, Chief of Compliance.

