

Self-Other Dynamics

- Greater demand for social services for culturally diverse populations
- Importance of understanding dynamics of individual and social identities
- Identify challenges and opportunities of having volunteers interact with diverse populations

Macro-Culture Wheel

Each one of us is a member of many different groups and each membership carries a different set of influences and expectations.

- Directions for completing your own wheel
- What this model tells us about culture and identity; relationship between self/other

Source: Banks, J. A. (1986). Multicultural education: Theory and practice (2nd ed.). Boston: Allyn and Bacon. Adapted with the permission of the author and the publisher.

Multiple Contexts of Privilege

- Insider/outsider status
- Shifting identities
- Owning up to our privileges

Filter of Oppression

Where Service-Learning Fits In

- Why might these statements be problematic?
 - *Other* people | *those* people
- Increase awareness of human relations
 - Focus on differences and similarities
- Reduce **ethnocentrism**
- Reduce stereotypes (examples)

Challenging the Deficit Viewpoint

- Attributes an individual's behaviors to cultural traits or labels human characteristic as inferior or undesirable
- Often based on ethnocentrism and limited exposure to diversity
- Assumes a lack or pathology in cultural identities or practices
 - Read the quote on the puzzle piece and write (on the back) why this is a deficit statement

Goals of Service-Learning at CSM

- Prepare students to work with people from diverse backgrounds
- Promote acceptance and respect toward all human beings
- Teach diversity in all of its forms
- Challenges and opportunities

Examples

- **Case 1:** Girl Scouts, El Museo Latino, and Mercy Housing
- **Case 2:** K-12 public schools
- **Assessing Learning:** more than taking tests or writing journals
 - [Video Sample 1](#)
 - [Blog Sample 1](#) | [Blog Sample 2](#)

Critical Reflection

- Are we listening to or speaking for the Other?
- How are we naming the Other? Are we asking them to be more like us?
- Whose needs are we fulfilling? Is the partnership equal?
- Are we engaging in critical reflection about what we do?

Issues and Problems

- After reading your assigned case study, discuss what you think went wrong and what needs to be done.
- Discussion

In Closing

- More than tolerating differences: modeling acceptance and respect
- Encouraging critical reflection and self-awareness
- We must be open to critique and feedback from the communities we serve

Thank you!

Rachel Endo, Ph.D.
 College of Saint Mary
 7000 Mercy Road
 Omaha, NE 68106-3616

Phone: 402/390-1927
 e-mail: rendo@csm.edu