Credit: Western Oregon University, Werner University Center, Columbia Room

CEUs Offered: Up to 1.0 RID CEUs in the category of Professional Studies will be offered by the Western Region Interpreter Education Center at Western Oregon University, an approved RID CMP and ACET sponsor.

Access: This workshop will be conducted in American Sign Language. Interpreters will be provided. Location is wheelchair-accessible. If other accommodations are necessary, please contact Office of Disability Services at: ods@wou.edu or 503-838-8250.

Parking: Parking is free and accessible.

Workshop Descriptions:

A 10-hour hands-on workshop co-facilitated by Dr. John Gournaris and Alison Aubrecht on the topic of identifying and working through Deaf-Hearing cross-cultural conflicts in the workplace. Workshop facilitators will be using ASL.

Topics Covered:

- Socio-emotional dynamics that impact Deaf people
- Why hearing people choose to work with Deaf people
- How Deaf people sometimes approach hearing people and vice versa
- Dynamics of cross-cultural conflict
- Best practices for working through conflicts

About the Presenters:

Dr. John Gournaris earned his Ph.D. in Clinical Psychology from Gallaudet University. He works at the MN Department of Human Services as the Mental Health Program Director. He previously served as Chair of the Mental Health Committee within the National Association of the Deaf (NAD). He was a recipient of the 2013 Larry Stewart Award through the American Psychological Association, Division 22.

Alison L. Aubrecht, M.A., DCC, LPCC, graduated from Gallaudet University with a masters degree in Mental Health Counseling. She has worked for over seven years as a therapist and more recently as a clinical supervisor. Aubrecht is the co-author of a chapter on cross-cultural dynamics, which appears in Neil Glickman’s book on Deaf Mental Health Care.
Creating Effective Cross-Cultural Relationships

Workshop Agenda:

First Day: November 21

4:00 – 6:00 pm – **Common Cross-Cultural Dynamics**

1. Introduction
2. Power, Privilege, and Socio-Emotional Dynamics
   - Group Exercise: Tension Activity
   - Breakout Group Activity: Naming your Identities
3. Specific Examples of Social Dynamics Impacting Deaf people
4. Common Employment Challenges Experienced by Deaf Employees in Cross-Cultural Environments
5. Why Do Hearing People Become Interested in Working with Deaf People?
6. Common Hearing Perceptions and Postures toward Deaf People
7. Common Deaf Perceptions and Postures toward Hearing People

6:00 – 6:15 pm – **Break**

6:15 – 7:30pm – **Building Conflict Resolution Skills**

1. Approaches that Cause Conflicts
   a. The Conquest Approach
   b. The Avoidance Approach
   c. The Bargaining Approach
   d. The Quick-Fixer or Band-Aid Approach
   e. The Role-Player Approach

2. Four Conflict Resolution Approaches
   a. Nonviolent Communication
   b. Conflict Partnership
   c. Attitude is Everything
   d. Intentional Dialogues/ Intergroup Dialogues
      - Group Activity: Common Ground

7:30 – 8:00 pm – **Discussion & 1st Day Q & A Session**
Second Day: November 22

9:00 – 9:30 am – **Reactions/Thoughts from First Day**

9:30 am – 12:00 pm – **Exploring Deaf and Hearing Narratives**

1. Introduction of Deaf & Hearing Narratives
   - Breakout Group Activity: What are the Results of Cross-cultural Conflicts? (use flip charts)
   - Audience Discussion: Reviewing Real-Life Narratives from Survey Responses
2. Why Are Deaf/Hearing Partnerships Important?
3. Self-Care and Unpacking
4. Ally vs. Allyship

12:00 – 1:00 pm– **Lunch Break**

1:00 –2:30 pm– **Conflict Scenarios**

1. Small and large group discussion of common conflicts
   a. The Job Conflict
   b. The Tone-Policing Conflict
   c. The Power Dynamic Conflict
   d. The Dual Role Conflict
   e. The Phonocentric Conflict

2:30 – 2:45 pm – **Break**

2:45 – 4:00 pm – **Recommendations**

1. Breakout Group Activity (grouped by employer): What are Your Recommendations for Your Organization to Reduce Cross-cultural Conflicts? (Use flip charts)
2. Our Recommendations for Hearing Individuals
3. Our Recommendations for Deaf Individuals
4. Our Recommendations for Organizations
5. Final Words
6. 2nd Day Q & A Session
Seeking CEUs from other organizations? 
This info will be helpful.

Presentation Title:

“Creating Effective Deaf/Hearing Cross-Cultural Collaborations”

Presenters:

John Gournaris, Ph.D.
Alison Aubrecht, MA, DCC, LPCC

Program Summary:

John Gournaris and Alison Aubrecht, both Deaf, will facilitate an intensive workshop focusing on common Deaf/Hearing cross-cultural dynamics, which sometimes result in conflict. The purpose is to help staff see that conflicts within their program are to be expected in Rehabilitation settings where Deaf and hearing people work together.

Topics to be discussed include:

a) How do hearing people become interested in working with Deaf people?
b) Common perceptions that hearing people hold of Deaf people and common behaviors that hearing people exhibit towards Deaf people.
c) Common perceptions that Deaf people hold of hearing people and common behaviors that Deaf people exhibit towards hearing people.
d) Common Deaf/Hearing cross-cultural dynamics
e) Common “narratives” developed by Deaf and Hearing people to explain conflicts that typically occur between them.

The later part of this workshop will introduce several approaches to cross-cultural conflict resolution; participants will leave with skills in processing of some of the cross-cultural conflicts that have occurred. We aim to de-personalize these conflicts as much as possible, helping people see them as structural/systematic rather than individual conflicts. The ultimate goal of these conflict resolution skills is to create a setting where cross-cultural power imbalances have less impact and all individuals strive to listen for understanding, which has the power to transform some of the attitudinal barriers that are at the root of cross-cultural conflicts.

We will also support staff in developing the skills necessary to prevent and handle conflicts. One such example of a skill, which we will emphasize throughout the workshop, is to listen with empathy. Another key skill is to think dialectically. This means that rather than think either this or that, we practice thinking both this and that. The workshop facilitators will set up a series of structured conversations and other exercises designed to foster the development of these skills.
Learning Objectives:

1. To learn the socio-emotional dynamics that impact Deaf people.

2. To explore why hearing people choose to work with Deaf people.

3. To recognize how Deaf people sometimes approach hearing people and vice versa.

4. To understand the dynamics of Deaf/Hearing cross-cultural conflict.

5. To acquire best practices for working through conflicts.

Biography:

John Gournaris

Dr. John Gournaris earned his M.A. degree in Mental Health Counseling and his Ph.D. in Clinical Psychology from Gallaudet University. Dr. Gournaris works as the Mental Health Program Director with the Minnesota Department of Human Services, Deaf & Hard of Hearing Services Division. He is responsible for overseeing the statewide mental health delivery system for D/DB/HH Minnesotans. Dr. Gournaris is currently on the ADARA Board from 2013 to 2015. He also served as committee chair on the Mental Health Committee within the National Association of the Deaf (NAD) for three terms. Dr. Gournaris is a recipient of the 2013 Larry Stewart Award through the American Psychological Association, Division 22.

Alison Aubrecht

Alison L. Aubrecht, M.A., DCC, LPCC graduated from Gallaudet University with a master’s degree in Mental Health Counseling. She has worked for over seven years as a therapist and more recently as a clinical supervisor. Aubrecht is the co-author of a chapter on cross-cultural dynamics, which appears in Neil Glickman’s book on Deaf Mental Health Care.