

Working in a Culturally Diverse World

Florida Association for Pupil Transportation

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West Palm Beach

Rick Rothberg

2005-06 Rookie Teacher of The Year

Highland Oaks Middle, North Miami Beach



Shalom

Namesteer

Buenos Días

Gunaydin

Guten Morgen

Buongiorno

BON JOUR



- What I know

- What I want to know

- What I learned



Is It Really 2006?

- **April 20th – Major U.S. companies are profiting from the exploitation of migrant workers in New Orleans.**
- **April 25th – The number of hate groups in the U.S. has risen 33% since 2000.**
- **April 28th – A Kentucky mother struggles to help her family feel safe after her daughter received a racist, threatening email at school.**

.from www.tolerance.org



What “American Icon” was
born Jose Luis Guirao ?

Walt Disney



Miami-Dade County Public Schools

"Giving Our Students The World"


- ✓ 350,000 Students
- ✓ 61% of student families speak languages other than English at home
- ✓ Instructional support in 23 languages
- ✓ English, Spanish, Creole are the 3 main languages for printing documents

Students Using Other than English as Primary Language

Spanish	198,510
Haitian Creole	22,532
French	2,440
Portuguese	1,794
Zhongwen	759

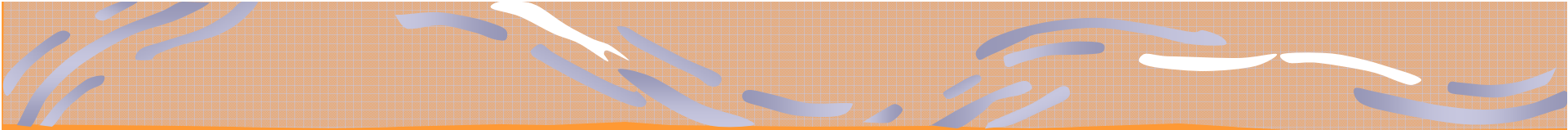


How can Diversity benefit our Organization?

- Increased innovation and creativity
 - Improved morale
 - Better understanding of employees
 - Diversity helps to prevent legal issues
- 

What is Culture ?

- ⌘ The act of developing by education and training
- ⌘ Refinement of intellectual and cultural taste
- ⌘ The customary beliefs, social forms, and material traits of a racial, religious, or social group



In Bulgaria, nodding your head up and down means...

A) That you are insane

B) No

C) Thank You

D) Yes





What is Diversity?

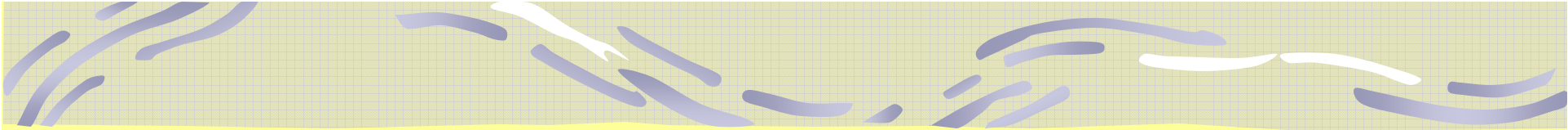
“the condition of being diverse”

People, places, religions, and things that are different


Acknowledging and celebrating diversity

Highlight similarities, and work to understand differences






Cultural Diversity is being aware of,
and accepting, that we are different and
yet the same in many ways





CULTURE IS ...

Our way of communicating
Our appearance and how we dress
How we like to be recognized/rewarded
Our relationships with others
Our sense of time
Our outlook and attitude toward life
How we perceive the world and diversity
around us





In Thailand, it's very rude to touch someone's...

A) Car

B) Goat

C) Doorknob

D) Head





Cultures Determine...

Greetings

Personal Appearance

**Dating and Marriage
Customs**

Work and Family Structure

Religion

Language

Food

Time Orientation

Social Interaction

Learning Styles

Music/Arts

Education





WAYS TO PROMOTE CULTURAL UNDERSTANDING

Create and be committed to an environment that promotes sensitivity and acceptance

Display flags of other countries

Avoid cultural, ethnic or religious jokes

Learn basic conversational phrases

Learn how disagreements are handled in other cultures

Visit cultural group centers - **Take your employees on a field trip**

Cultural luncheon days

Training

Produce publications in other languages



PRACTICE PRACTICE PRACTICE

Black History Month Luncheon





In Greece, it is offensive to...

- A) Wave at a person**
- B) Try to pay for someone's dinner**
- C) Give someone 3 small stones**
- D) Talk about the weather**

Transportation Issues

- Training
- Written Policies
- Emergency Situations
- Dispatching
- Communicating

Training

- ☞ Use see, hear, read and write teaching
- ☞ Use a variety of exercises
 - Railroad crossing run
 - Pre-trip Poster
- ☞ Lecture for 15 minutes or less
- ☞ Assign fun homework
 - Have trainees teach

Trainers

- ☞ Select the right candidate
- ☞ Find some connection to each trainee
- ☞ Have fun moments with trainees
- ☞ Proximity teaching
- ☞ Understand every minute you might not be at your best – learn to deal with it
- ☞ Compliment each trainee often



Who was Carter G. Woodson?

**Founder of Negro History
Week, now known as
Black History Month**



Resources

- ✓ Schools in your District
- ✓ Colleagues from other Districts
- ✓ Internet
- ✓ People in the Community
- ✓ Other Governmental Agencies

Helpful Websites

- ☛ www.diversityinc.com
- ☛ www.diversityuniversity.com
- ☛ www.beginnersguide.com
- ☛ www.trainerstoolchest.com
- ☛ www.educationcentral.com

Food For Thought !

1st Impressions:


- How inviting is your staff and facility?
- Welcome signs anywhere?
- Signs with directions to the office in the parking lot
- Is there a counter that says us vs. them
- Is the receptionist pleasant
- Do some staff get reserved spaces and some do not
(i.e.: Office personnel vs. Drivers)
- Is your training program dealing with specific issues
one time or on-going



FCAT and Transportation: Do the two go together?

- Kids are stressed out
- Teachers are stressed out
- School support personnel are stressed out

Why Bother?

- It helps the students
 - It is the right thing to do
 - Good publicity
- 

What can you do?

- Know when FCAT is and prepare for it
- Start a new training class to end just before FCAT starts
- Have more stand-by buses available
- For the 2 weeks, run attendance and on time incentives using local stores for rewards
- If you have buses for delivery, keep a few extra old ones in service
- Coach drivers of the importance of FCAT and getting students to school in the right frame of mind (radio announcements, flyers, signs)



“Ultimately, America’s answer to the intolerant man is diversity, the very diversity which our heritage of religious freedom has inspired”

Robert F. Kennedy (1925-1968)

U.S. Attorney General, 1964





CONTACT INFORMATION

Rick Rothberg, Teacher

Highland Oaks Middle

2395 NE 203 St

Miami, FL 33180

Phone H (954) 701-6153 W (305) 932-3810

Email rrothberg@dadeschools.net

rjrothberg@comcast.net

