

- **KEYNOTE: I Hear What You're Not Saying – Unspoken Strain in Culture and Connection**
- *Presenter: Abby Hamilton, PhD*

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# I Hear What You're Not

UNSPOKEN STRAIN IN CULTURE AND CONNECTION



# Saying

# Dr. Abby Hamilton

















S



RESPECT

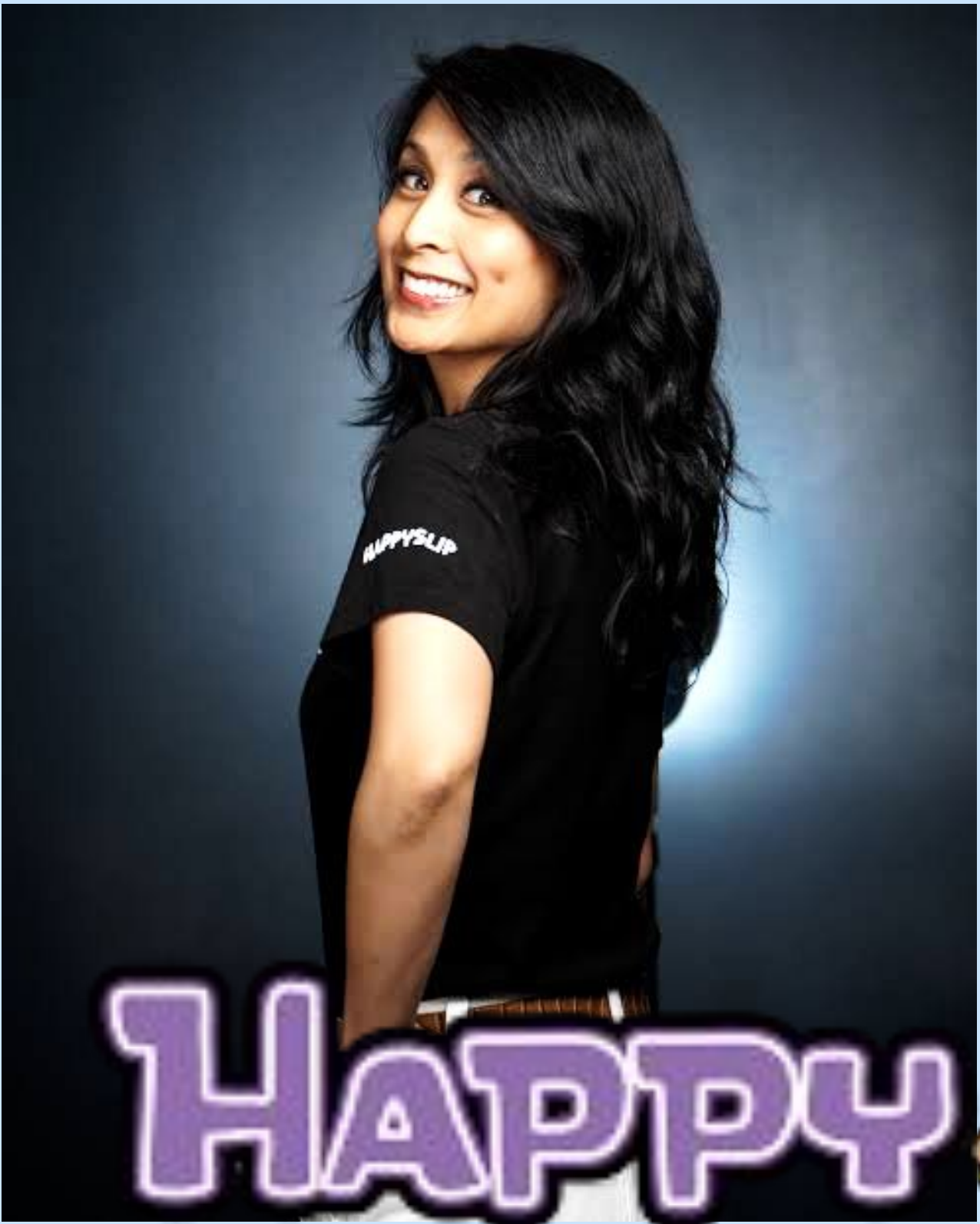
OBEY

BE

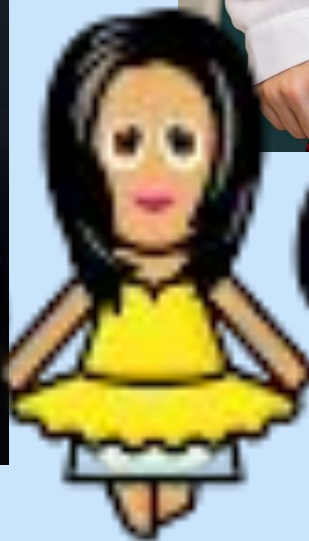
HUMBLE







HAPPY

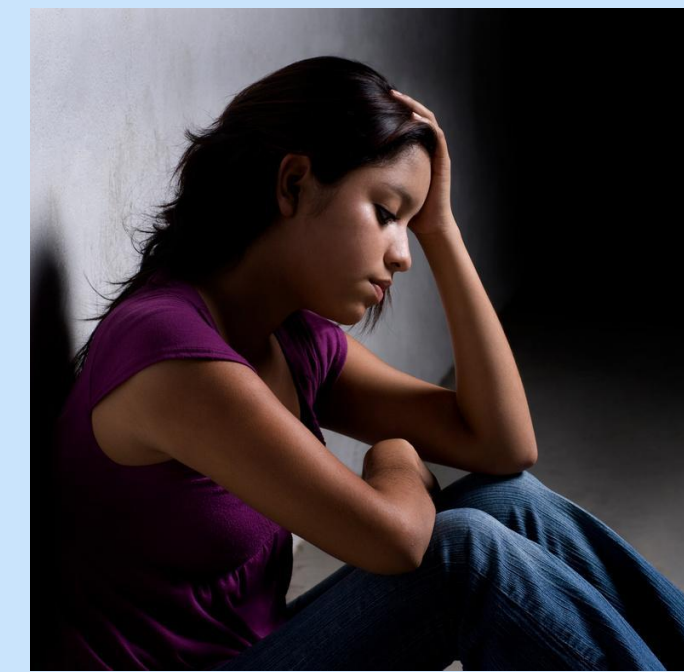


SLIP





# 2022 Study on Filipino Americans



Rather go to family  
or friends



Convince  
themselves to be  
resilient



Experiences of Stress and Help-Seeking Behaviors in Filipino Americans. (2022).  
*International Journal for the Advancement of Counselling*, 44(4), 586-603.  
<https://doi.org/10.1007/s10447-022-09485-x>





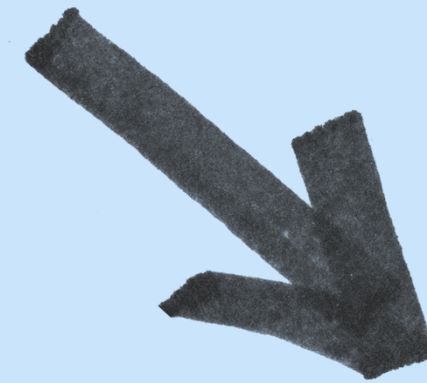




# Lakas ng Loob

*Strength on the Inside*

*Courage and Bravery*



*100 years...*

- *HIYA (shame)*
- *PAKIKISAMA (keep*

- *suppressed*
- *hidden*



# *TODAY...*





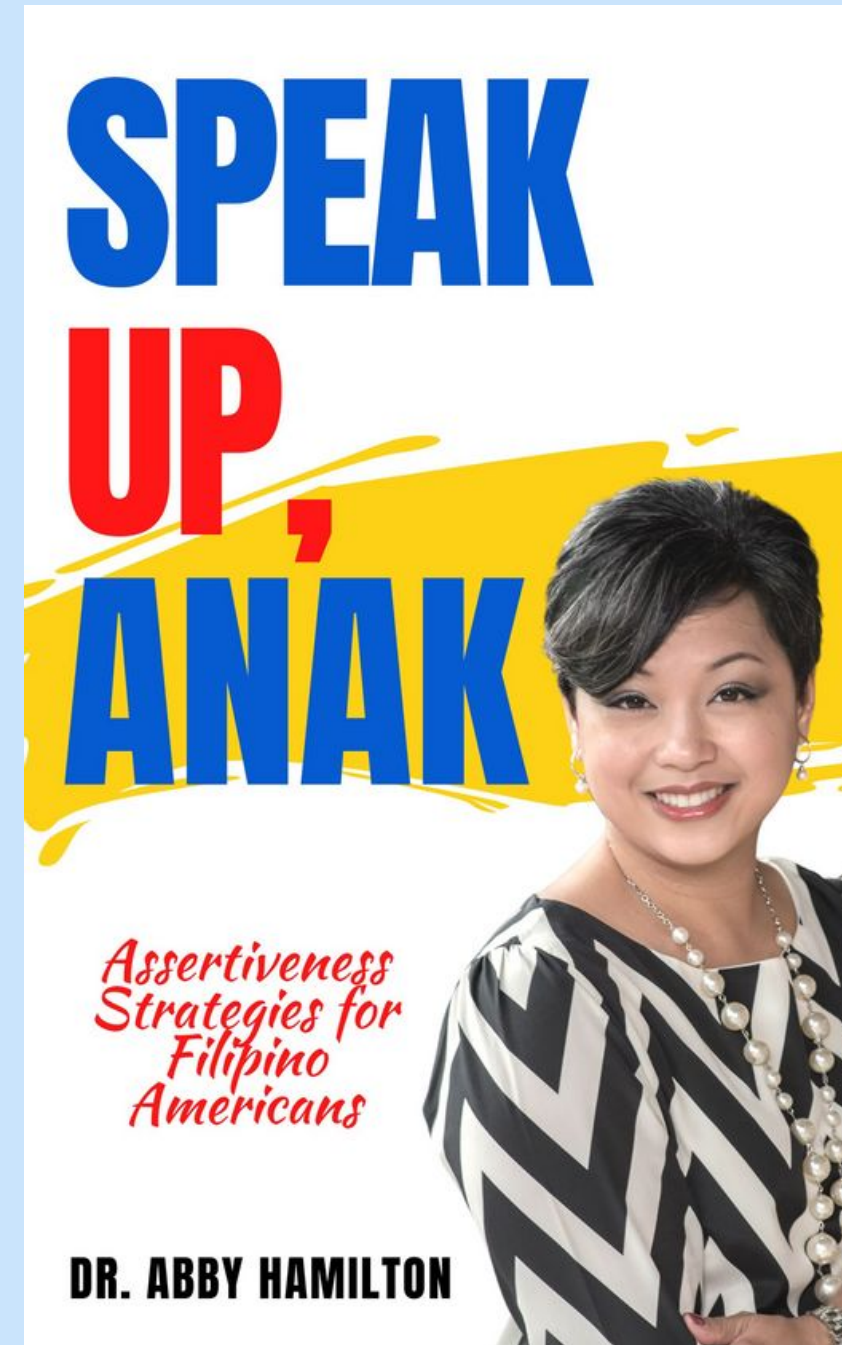
High Filipino  
Interpersonal Norms



Low  
Assertiveness

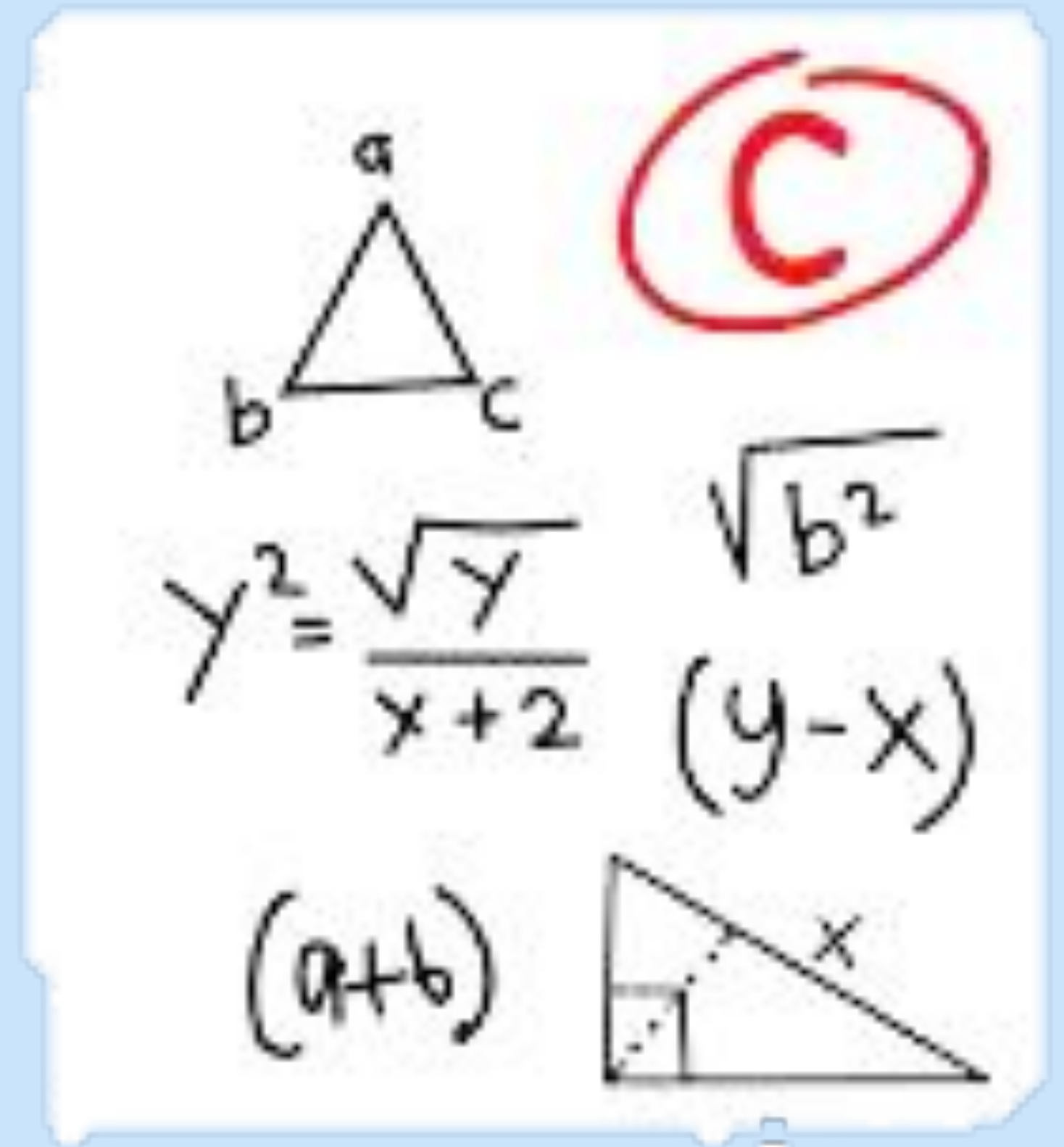








# MODEL MINORITY MYTH





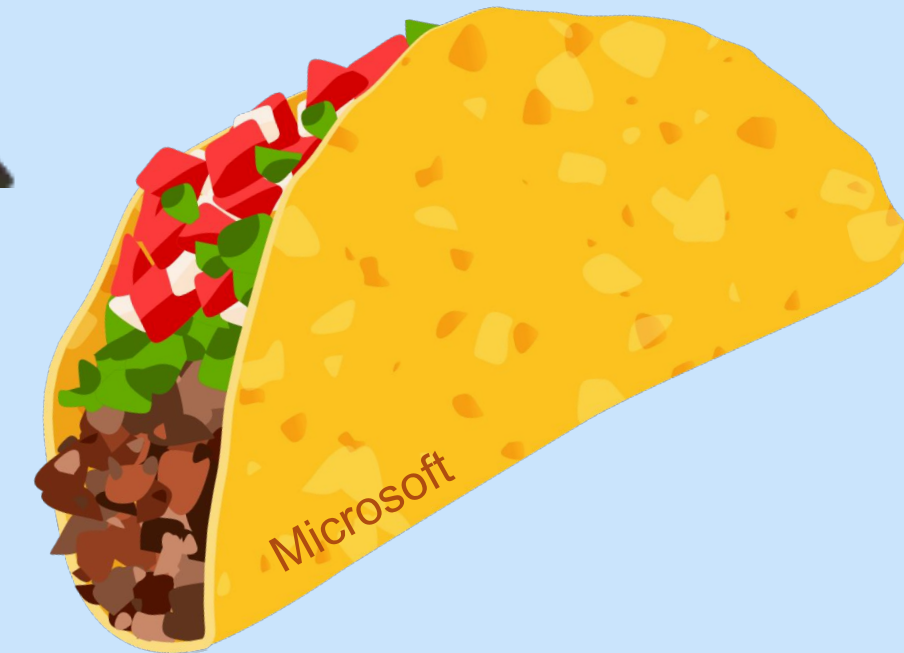


# Perpetual Foreigner Syndrome



# DEIB

**DIVERSITY • EQUITY • INCLUSION • BELONGING**









# Cultural Competency

# Cultural Dexterity



Ortega, G. (2024). Teaching cultural dexterity in surgical care: As essential to a surgeon's skill set as tying a knot. *The American Journal of Surgery*, 237.  
<https://doi.org/10.1016/j.amjsurg.2024.03.001>



brave

volunteer



**Competency is knowing the basic steps.**



**Dexterity is diving in and  
changing with the movement**

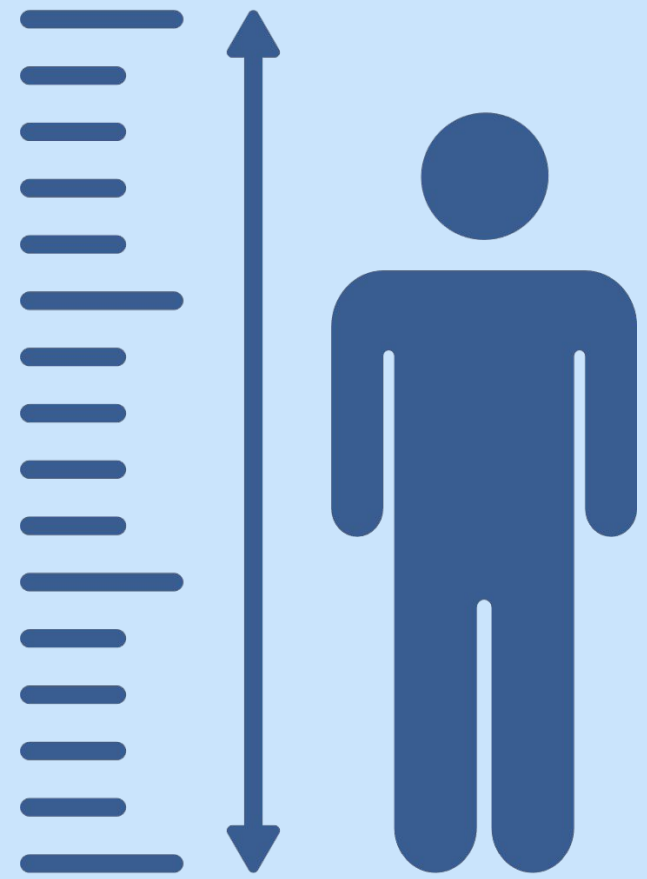


*Low cultural dexterity could mean  
lower quality of care and  
poor outcomes.*





# Cultural Dexterity







**Age diversity had better  
communication and  
productivity.**

Abel, T. M., Birbirs, Z. A., & Gemechu, N. D. (2024). Age Diversity and Organizational Performance with the Mediation Role of Organizational Citizenship Behavior. *African Journal of Business and Economic Research*, 19(4), 619-619-644.  
<https://doi.org/10.31920/1750-4562/2024/v19n4a28>



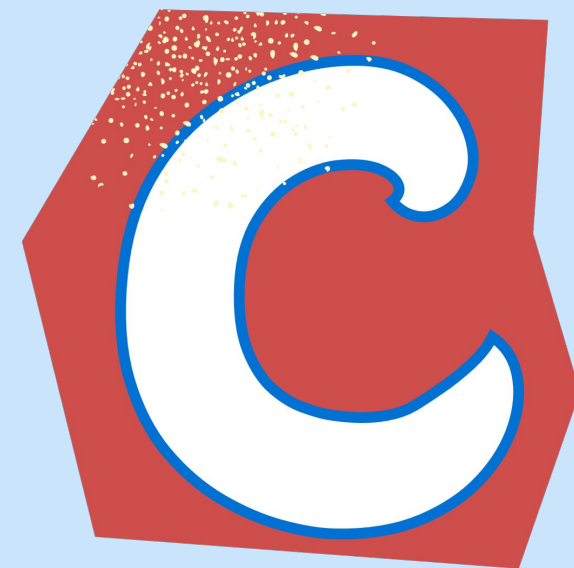


# Providers must make the efforts to learn.

Intention Versus Implementation: Diversity, Equity, Inclusion, and Justice Efforts at Your Clinical Practice. (2024). *Pediatric Annals*, 53(10), e354-e357.  
<https://doi.org/10.3928/19382359-20240813-01>



# ABC's of cultural dexterity



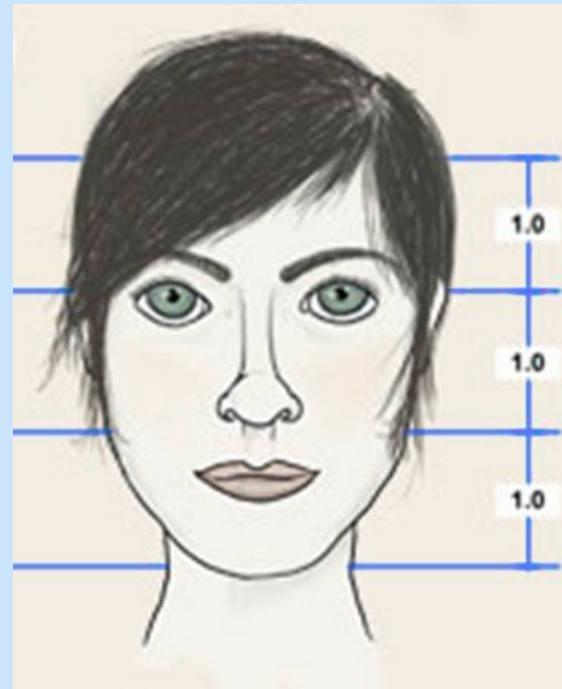
brave

volunteer



# Altruism



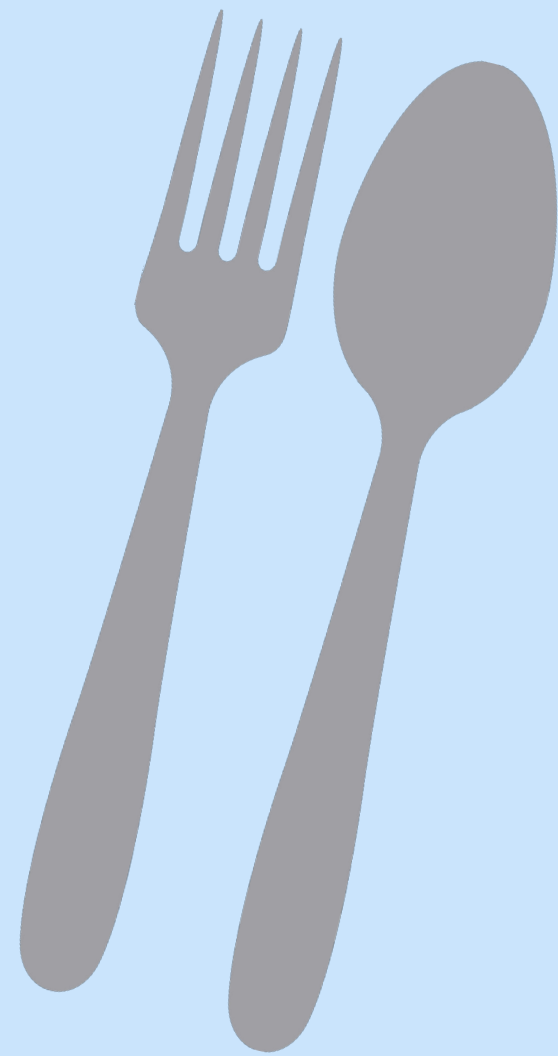


\$9468



# Bias-Breaking





**Curiosity**

# ABC of cultural dexterity

**s**

**A**ltruism

better  
client  
outcomes

**B**ias-Breaking

Higher level  
of care

**C**uriosity





**More CONNECTION...more PSYCHOLOGICAL SAFETY... more COHESION  
= more information sharing**

Cheng, Q., Yan, Q., & Nie, T. (2024). Beyond diversity: the impact mechanism of organizational inclusion on employee knowledge hoarding. *Humanities & Social Sciences Communications*, 11(1), 1550. <https://doi.org/10.1057/s41599-024-04085-z>





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# Saying

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