



**PRO BONO**  
**TRAINING**  
**INSTITUTE**

Pro Bono Training Online, On Your Time.

---

# Taking on Your First Unlawful Detainer Case Part 1 - Cultural Humility

Presented by:  
Ted Lee  
Inner City Law Center

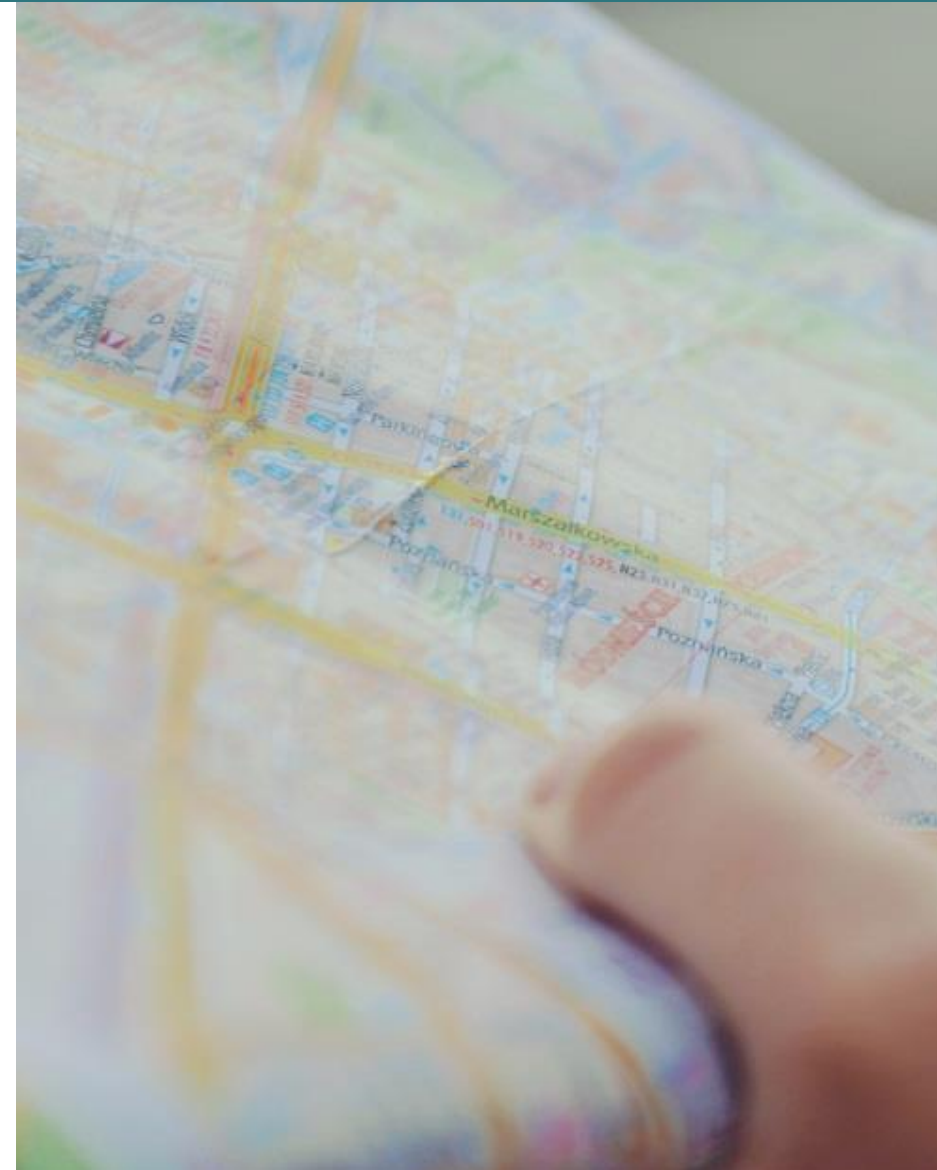


By the end of this training, you will be able to:

1. Identify the basic concepts of cultural Humility; and
2. Apply cultural humility best practices when meeting with clients.



- Overview of Cultural Humility
- Application of Cultural Humility



# Overview

## Definition and Concepts of Cultural Humility

“Ability to maintain an interpersonal stance that is **other-oriented** (or open to the other) in relation to aspects of cultural identity that are **most important to the [person].**”

- Putting yourself in Client's shoes
- Giving Client benefit of the doubt

# Why Humility, Not Competence?

## Competence

- An “end product”
- Vulnerable to, “Because I am competent, I don’t need further training.”

## Humility

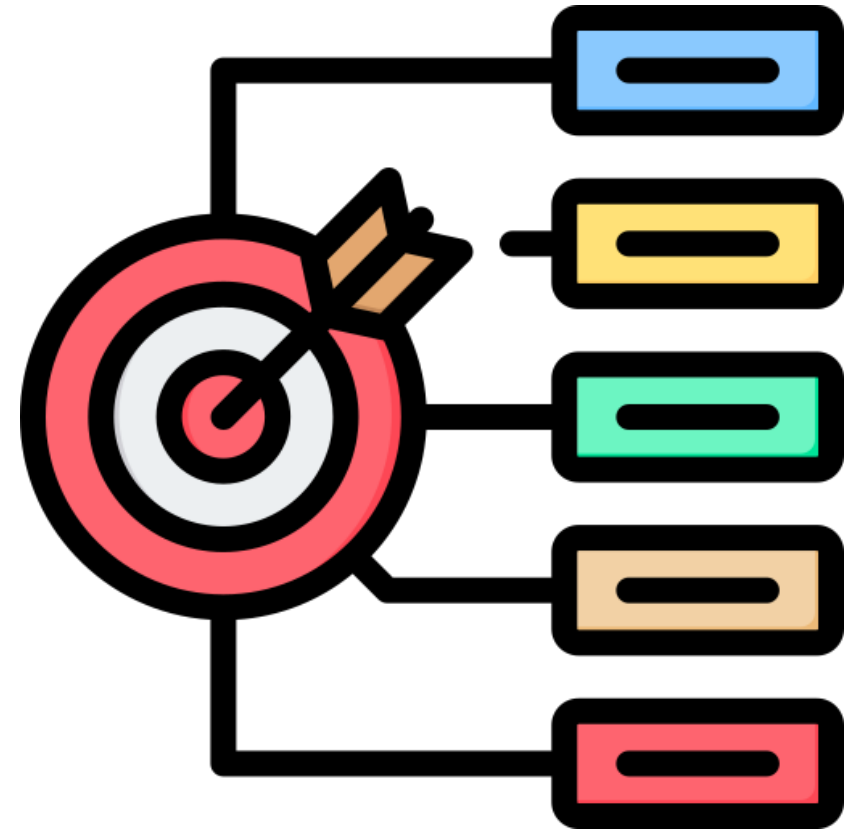
- A “process”
- Requires acceptance of one’s ignorance or limit
- Calls for commitment to stay curious
- Emphasizes critical reflection and intersectionality
- Repeat!

To achieve the best result for Client





- Ask:
  - What are Client's goals and why?
  - What actions have Client taken and why?
  - How are different aspects of Client's cultural identity affecting them?
  - How is poverty affecting Client?



- Practicing non-judgment & restraining from making assumptions
- Recognizing that legal problem is only one of many problems



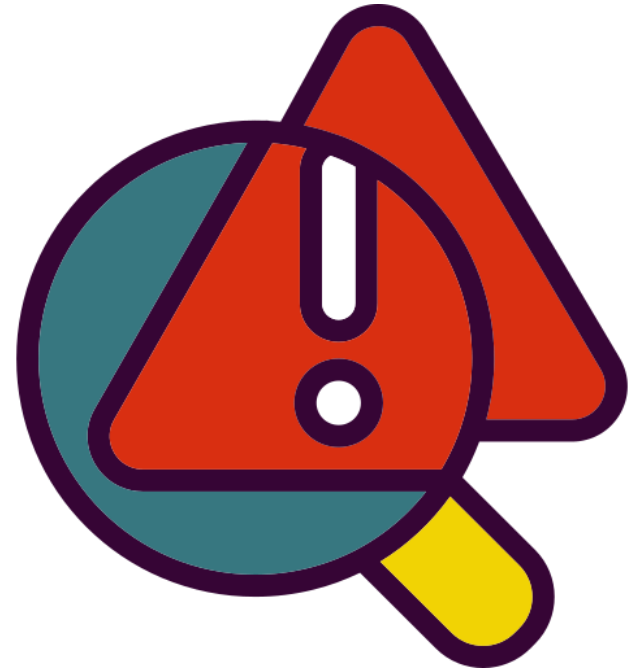
- Empowering clients with information
- Treating clients as experts



- Providing space and time to process emotions



- Clients not willing to exercise their legal rights
  - Client's culture is skeptical of professionals
- Unresponsive clients
  - Client ran into problem with law enforcement and landed in jail





# Application

## Meeting with Clients

- Recommendations, not requirements
- Focus on the client, but exercise self-care





# Be Mindful, Logistically

Work schedule

Transportation

Childcare needs

Language barriers, including court interpreters

Accommodations for clients with disabilities

Evaluate Client's familiarity with technology

Presence of security personnel vs.

- Client's past interaction with law enforcement
- Immigration status



- Define scope of representation
- Clarify purpose of meeting
- Coordinate parking
  - Validation
  - Parking hours for street parking



- Greeting
- Revisit scope of representation and purpose of meeting
- Help client feel safe in the space



Revisit scope of representation and purpose of meeting



Redirect and follow-up questions



Rephrase questions  
without legalese



Take breaks—for Client  
and for yourself



Let Client be heard  
Within scope of representation

Emphasize need for active communication  
between Client and attorney



- Multiple reminders for meeting date and time
- Share documents beforehand via overnight mail with return label





**PRO BONO**  
**TRAINING**  
**INSTITUTE**

Pro Bono Training Online, On Your Time.

---