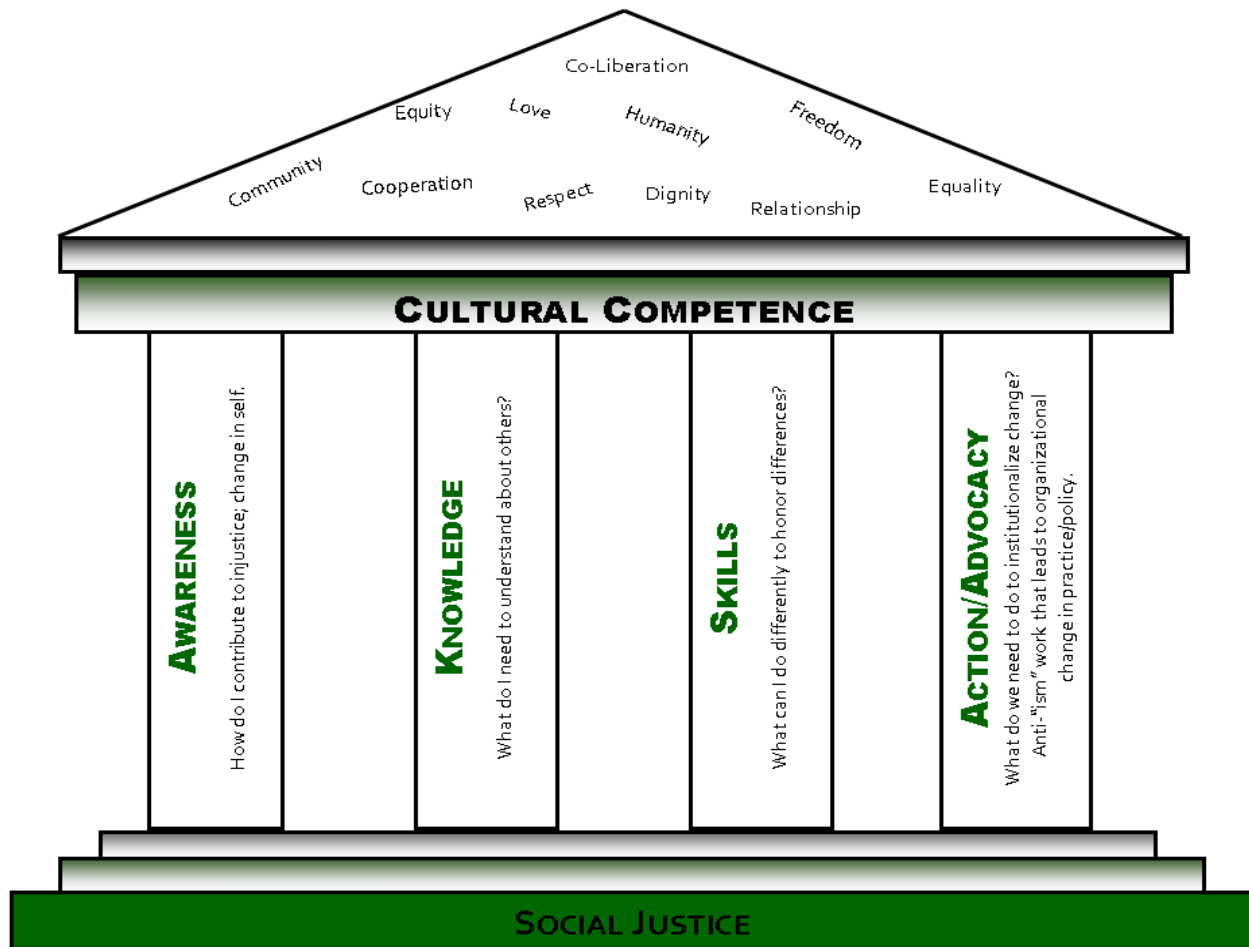


FOUNDATIONS OF CULTURAL COMPETENCE



“A culturally competent professional is one who is actively in the process of becoming aware of his or her own assumptions about human behavior, values, biases, preconceived notions, personal limitations, and so forth.

Second, a culturally competent professional is one who actively attempts to understand the worldview of culturally diverse populations. In other words, what are the values, assumptions, practices, communication styles, group norms, biases, experiences, perspectives and so on, of culturally diverse clients, families, communities and colleagues you interact with?

Third, a culturally competent professional is one who is in the process of actively developing and practicing appropriate, relevant, and sensitive strategies and skills in working with culturally diverse clients, families, communities and colleagues.

Fourth, a culturally competent professional is one who advocates on behalf of the needs of clients, families, community, colleagues etc. They take action in their work place, community and society to create a culture of respect and equity.

Thus, cultural competence is active, developmental, an ongoing process and is aspirational rather than achieved.”

Adapted from Sue, D.W., & Sue, D (2003). Counseling the culturally diverse: Theory and practice, 4th Ed. New York: John Wiley. (Cultures Connecting)

CULTURAL COMPETENCE: AWARENESS

Awareness	<input checked="" type="checkbox"/> Check the box that most closely identifies where you are at in this work
<p>The culturally competent professional is...</p> <p><i>...moving from being culturally unaware to being aware and sensitive to their own cultural heritage and to valuing and respecting differences.</i></p> <ul style="list-style-type: none"> • Explores ones values, beliefs and assumptions about human behavior • Is not ethnocentric, believing their group’s values are better than others • Is learning about own cultural heritage 	<p>I _____ work towards becoming aware and sensitive to my own cultural heritage and valuing and respecting differences.</p> <p><input type="checkbox"/> Usually <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely</p>
<p><i>...aware of own values and biases and how they affect culturally diverse people.</i></p> <ul style="list-style-type: none"> • Avoid prejudices, unwarranted labeling, and stereotyping • Acknowledges they have unconscious bias • Actively challenges their own assumptions 	<p>I _____ work towards becoming aware of my own values and biases and how they might affect culturally diverse people.</p> <p><input type="checkbox"/> Usually <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely</p>
<p><i>...comfortable with racial differences between themselves and their customers and coworkers.</i></p> <ul style="list-style-type: none"> • Notices and embraces differences • Not trying to be “colorblind” • Differences are not seen suspect or deviant 	<p>I _____ feel comfortable with racial differences between me and my customers and coworkers.</p> <p><input type="checkbox"/> Usually <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely</p>
<p><i>... sensitive to circumstances that may dictate a referral of a customer or employee to someone else (personal biases; cultural, gender, and sexual orientation differences; language, etc)</i></p> <ul style="list-style-type: none"> • Aware of one’s limitations and at the same time not threatened by seeking help from other professionals <i>HOWEVER...</i> • Willing to learn about self in order to better work with culturally diverse people 	<p>I am _____ sensitive to circumstances that may dictate referral of a customer or employee to someone else, and at the same time, I am committed to working effectively with culturally diverse clients and colleagues.</p> <p><input type="checkbox"/> Usually <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely</p>
<p><i>...aware of and accepts responsibility for one’s own racist, sexist, heterosexist, and other detrimental attitudes, beliefs, feelings and behaviors.</i></p> <ul style="list-style-type: none"> • Does not deny that they have directly or indirectly benefited from individual, institutional, and cultural biases • Attempts to deal with own racism, sexism, heterosexism etc., in a non-defensive, guilt-free manner 	<p>I _____ work towards becoming aware of and accepting responsibility for my own racist, sexist, heterosexist, or other detrimental attitudes, beliefs, feelings, and behaviors.</p> <p><input type="checkbox"/> Usually <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely</p>

CULTURAL COMPETENCE: KNOWLEDGE

Knowledge The culturally competent professional...	<input checked="" type="checkbox"/> Check the box that most closely identifies where you are at in this work
<p><i>... possesses specific knowledge and information about the particular groups they work with.</i></p> <ul style="list-style-type: none"> • Understands history, experiences, cultural values, lifestyles, and issues in particular communities. • Tries to learn more about how different communities view the organization and why. 	<p>I am _____ intentional in learning more about the cultural norms, values, beliefs, communication styles, history etc., of culturally diverse customers and coworkers.</p> <p><input type="checkbox"/> Usually <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely</p>
<p><i>...will have a good understanding of the social and political systems operating in the U.S. with respect to treatment of marginalized group.</i></p> <ul style="list-style-type: none"> • Aware of the impact of racism, power, and oppression in transportation, education, health, housing, legal system, etc. • Understands systemic racism rather than thinking of racism as just between individuals. • Conscious of how mistreatment over time can result in feelings of mistrust. 	<p>I have _____ understanding of the social and political systems operating in the U.S. with respect to treatment of marginalized groups in the U.S.</p> <p><input type="checkbox"/> A Strong <input type="checkbox"/> Some <input type="checkbox"/> Little <input type="checkbox"/> No</p>
<p><i>...will have clear and explicit knowledge of the generic characteristics of individuals from diverse ethnic, racial, and socioeconomic backgrounds.</i></p> <ul style="list-style-type: none"> • Understands language factors and cultural values • Does not limit the potential of a person based on their race, gender identity, religion, class, etc. 	<p>I _____ possess knowledge and understanding of the generic characteristics of clients and coworkers from diverse backgrounds that I work with.</p> <p><input type="checkbox"/> Usually <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely</p>
<p><i>...has knowledge of institutional barriers that prevent diverse groups from accessing and using services.</i></p> <ul style="list-style-type: none"> • Location of services • Hours and days of operation • Language used to provide and advertise services • Where services are publicized • Availability of underrepresented groups at different levels in the organization • Organizational climate • How services may be viewed 	<p>I am _____ knowledgeable of institutional barriers that prevent culturally diverse people from accessing and using services.</p> <p><input type="checkbox"/> Usually <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely</p>

CULTURAL COMPETENCE: SKILLS

SKILLS	Professional and/or Personal Examples in Your Life
<p>The culturally competent professional...</p> <p><i>...must be able to generate a wide variety of verbal and nonverbal responses.</i></p> <ul style="list-style-type: none"> • Understands marginalized groups may learn to problem solve and respond differently than those from dominant groups. • Develops a wide variety of responses and management styles to be more effective with different groups and individuals. • Treats people differently, depending on how they want to be treated. 	<p>I _____ practice generating a wide variety of verbal and nonverbal responses with my diverse customers and coworkers.</p> <p><input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely <input type="checkbox"/> Never</p>
<p><i>...must be able to send and receive both verbal and nonverbal messages accurately and appropriately.</i></p> <ul style="list-style-type: none"> • Must be able to communicate thoughts and feeling as well as read messages received. • Considers the cultural differences in behaviors that are operating within a setting. • Is knowledgeable and skillful with different styles of communication e.g., subtlety and indirectness vs. directness and confrontation. 	<p>I _____ practice sending and receiving both verbal and nonverbal messages accurately and appropriately.</p> <p><input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely <input type="checkbox"/> Never</p>
<p><i>...is able to exercise a variety of relationship building skills.</i></p> <ul style="list-style-type: none"> • Attending special events or doing outreach. • Enforces rules equitably, communicating understanding, for example, “I understand that is your experience,” versus, “I don’t care what color you are.” • Seeking new cultural experiences. 	<p>I _____ practice a variety of relationship building skills.</p> <p><input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely <input type="checkbox"/> Never</p>
<p><i>...is aware one’s helping style, recognizes the limitations that one possesses, and can anticipate the impact on culturally diverse populations.</i></p> <ul style="list-style-type: none"> • Consults with others. • Able to communicate one’s desire to help. • Avoids paternalistic helping, i.e, empathy rather than sympathy, does with rather than for. 	<p>I am _____ aware of my helping style and recognize my limitations in working with some diverse communities.</p> <p><input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely <input type="checkbox"/> Never</p>
<p><i>...takes risks and makes mistakes, knowing that new learning occurs on the edge of one’s competence.</i></p> <ul style="list-style-type: none"> • Sees “mistakes” as an opportunity to grow. • Encourages coworkers to take chances and learn from mistakes. 	<p>I _____ take risks and am willing to make mistakes.</p> <p><input type="checkbox"/> Always <input type="checkbox"/> Sometimes <input type="checkbox"/> Rarely <input type="checkbox"/> Never</p>

CULTURAL COMPETENCE: ADVOCACY AND ACTION

ADVOCACY & ACTION	<input checked="" type="checkbox"/> Check the box that most closely identifies you			
The culturally competent professional...				
Educates co-workers and close friends about racism and other forms of oppression.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Raises issues in the workplace with people in power, co-workers and staff.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Changes what normally appears on bulletin boards, walls, handouts, newsletters, and other materials to be inclusive.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Is a referral resource—directs people to those who might be of assistance?	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Establishes discussion groups and other activities around isms, e.g., readings, films, or exercises in the workplace.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Makes sure that resources are allocated equitably, not equally, for meeting the needs of marginalized groups.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Assesses the environment of their workplace to ensure that it reflects the diversity of staff and customers (e.g. activities, décor, leadership of color).	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Contributes time and/or money to agencies, organizations or programs that actively confront the problems of oppression.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Openly disagrees with racist comments, jokes or actions of those around them.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Takes the time to complain to those in charge when they notice racism in businesses e.g., greeting cards, toys, foods.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Demonstrates a willingness to change self vs. others as it relates to cultural norms, values, behaviors, and attitudes.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Seeks out and actively participates in professional development aimed to enhance their awareness, knowledge and skills in effectively working cross culturally.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Envisions a world free of bias and works to restructure ideas and create alternatives.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never

Advocacy & Action	<input checked="" type="checkbox"/> Check the box that most closely identifies you			
The culturally competent professional...				
Examines policies within their organization to see if they meet the needs of diverse staff and customers.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Questions the norms of meetings to ensure equity.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Reviews hiring policy and practices to include diversity.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Reviews the mission and vision of their organization to include diversity.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Ensures the organization's evaluation and assessment tools take into consideration issues of racism, power, privilege and oppression.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Includes diverse ethnic and socio-economic representation in decision-making.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
Infuses cultural relevance in all training.	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
<i>Add your own</i>	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never
	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never

Adapted from Sue, D.W., & Sue, D (2003). Counseling the culturally diverse: Theory and practice, 4th Ed. New York: John Wiley. (Caprice D. Hollins)

Action/Advocacy Section Adapted from Katz, J.H. (1978) White awareness: Handbook for anti-racism training. Oklahoma Press.