Cultural Competency
CULTURAL COMPETENCY
How would you organize the shapes below?

- By Color?
- By Shape?
- By Size?
Culture Is:

An Abstract Concept

Learned
Shared
Changing

And it affects how we:

Behave
Perceive
Adapt
You’re different to me

Cultural Diversity
Cultural Diversity

- Language
- Religion
- Age
- Gender
- Norms
- Family Structures
- Customs
- Sexuality
- Disability
- Values
- Financial
- Kinship Networks
Responding to Difference

Cognitive

Be aware of and interrupt these processes

Compare to concepts we already have

Pre-judge or judge
Responding to Difference

Emotional

- Uncomfortable
- Curious
- Fearful/afraid
- Excited
- Embarrassed

Be aware of your emotional responses to differences
ICEBERG CONCEPT OF CULTURE

- Age
- Status of Women
- Sexual Norms
- Notion of Modesty
- Nature of Friendship
- Marriage
- Concept of Justice
- Religion
- Child Rearing Practices
WHAT IS CULTURAL COMPETENCY?

The ability to incorporate your knowledge, skills and expertise regarding culture into your interactions with people of different cultures
Individual skill and knowledge sets

- Self Awareness
- Objectivity
- Advanced communications
- Sourcing Cultural information
- High Order Critical Thinking
- Lateral Thinking
- Sector Knowledge
- Negotiation
- Conflict resolution

Useful attributes: Curiosity, respect, flexibility, belief in equality
FOUNDATIONS OF CULTURAL COMPETENCY

• Valuing differences, not making everyone the same!

• Being aware that these differences are important to the therapeutic relationship and services outcomes
WHAT ARE THE PERSONAL ATTRIBUTES OF CULTURAL COMPETENCY?

1. Genuineness, empathy, non-possessiveness, and warmth
2. Acceptance of ethnic differences
3. Willingness to work with clients of different ethnic backgrounds
4. Realizing our own values, stereotypes, and biases about ethnicity and social class
Scenario

- Elizabeth is a 54 year old African-American QP at Organization X. Her most recent client is Hussein, a 20 year old black Middle-Eastern man who has recently immigrated to the United States. Elizabeth has never met anyone from the Middle East before, but she’s afraid to work with Hussein because she’s heard that a lot of Middle Eastern men are terrorists. As a result they haven’t been able to build much trust in their relationship.

- Hussein is a deeply religious Muslim. It goes against his beliefs to spend time alone with a female. Because of this he doesn’t communicate much during skill building with Elizabeth. In fact, their sessions are becoming a big waste of time! Hussein has asked the Case Manager, David, to assign him a new QP, but David doesn’t seem to recognize that there’s a problem.

- David says’ “both Elizabeth and David are the same color, so what’s the problem?” Besides, David has been so busy at work that he hasn’t had time to deal with the issue.
Identify the problems!

1. How might David’s time and work constraints be contributing to the problem?
2. How is Elizabeth’s lack of knowledge and fear of the unknown contributing to the problem?
3. How is David’s denial of Elizabeth and Hussein’s differences contributing to the problem?
Identify the Solutions!

The 1\textsuperscript{st} Step for the organization is to define their values and principles concerning the importance that culture has in the delivery of services

The organization must consider the cultural characteristics of all the people they serve, not just minorities!
Results!

- After integrating the practices of cultural competency the following will result:
- Acknowledgement that cultural differences exist and can impact services
- Respect of cultural differences
- The organization’s policies will recognize the importance of culture in shaping people’s values and behaviors