WHAT IS CULTURAL COMPETENCY?

Cultural Competency is:

• Knowledge about various cultures and development of specific skills and attitudes in providing services in a manner consistent with the needs of the person served

• The transformation of information about individuals and groups of people into specific clinical skills or approaches

• Acceptance and respect for difference

• Ongoing development of cultural knowledge
ESSENTIAL KNOWLEDGE, SKILLS, AND ATTRIBUTES TO DEVELOPING CULTURAL COMPETENCE

• Essential Knowledge:
  • Knowledge of the client’s culture
  • Knowledge of the impact of poverty on behavior, attitudes, behaviors, and values
  • Knowledge of the impact of racism
  • Knowledge of the roles of language and speech patterns in different communities

• Professional Skills:
  • Ability to assess the meaning that ethnicity has for individual clients
  • Ability to discern between the symptoms of intra-psychic stress and stress arising from the social structure
  • Interviewing techniques that help the interviewer understand and accommodate the role of language in the client’s culture
ESSENTIAL KNOWLEDGE, SKILLS, AND ATTRIBUTES TO DEVELOPING CULTURAL COMPETENCE

• Personal Attributes:
  • Personal qualities that reflect genuineness, empathy, non-possessiveness, warmth, and a capacity to respond flexibly to a range of possible solutions
  • Acceptance of ethnic differences between people
  • A willingness to work with clients of different ethnic backgrounds
COMMUNICATION IS KEY

- Verbal and non-verbal ways of expressing oneself are influenced by culture. These styles can vary dramatically in the following areas:
  - Personal space
  - Eye contact and feedback behavior (leaning forward, smiling, nodding)
  - Interruption and turn-taking behaviors
  - Gesturing
  - Facial expression
  - Silence
  - Dominance behaviors
  - Volume
  - Touching
BUILDING RAPPORT

• Clarify your own personal values and biases about others’ ethnicity and social class
• Understand through gathering information about the ethnicity and cultural behaviors of the person served
• Recognize ways that personal views may accommodate or conflict with the needs of the person served
• It is not condescending to ensure that you are being understood
  • Communicate in an organized fashion
  • Simplify language
BUILDING RAPPORT

• Briefly describe the process of treatment and confidentiality
• Assess possible environmental supports that may be needed
  • Food, housing, medical care
• Provide necessary assistance in obtaining environmental supports
• Assist the person served in identifying their goals or visions for their life
• Analyze cultural resources and how they might be used
• Discuss the possible participation of family members