

Cultural Competence in the Workplace and Beyond

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Cultural Competence

Is a developmental process

- For the individual
- For the organization

How do you become more culturally competent as an individual?

- Understand what cultural competency is,
- Self assessment/self reflection,
- Use the results of self assessment to build your capacity,
- Enhance your knowledge: cross-cultural communication, etc.
- Skills: practice, role play, find a coach, discuss and reflect incidences cross-cultural misunderstandings

What is cultural competence?

Cross et al, 1989

is a set of congruent behaviors, attitudes, and policies that come together in a system, agency or among professionals and enable that system, agency or those professions to work effectively in cross-cultural situations.

Culture is:

- According to the Office of Minority Health, culture is the “integrated patterns of human behavior that includes the language, thoughts, communications, actions, customs, beliefs, values, and institutions of race, ethnic, religious, or social groups.
- The patterns of behavior are powerful influencers, shaping our thoughts and actions.

Culture Awareness Exercise

A decorative graphic consisting of a solid teal horizontal bar that spans the width of the slide. Below this bar, on the right side, are several horizontal lines of varying lengths and colors, including teal and white, creating a layered, stepped effect.

Activity: Cultural Descriptors

Please complete the following sentence:

I am a/an _____ but

I am not a/an _____.

Discussion

- How does the way we identify ourselves culturally, differ from the way other people identify us?
- How do the dimensions of your identity that you chose as important differ from the dimensions other people use to make judgments about you?
- How do your “fill in the blank” responses challenge common stereotypes?

Adapted from What is Culture? Activity retrieved March 10, 2004 from <http://www.sasked.gob.sk.ca/docs/midlsoc/gr8/81topics.htm>

Self Assessment Tool



Mnemonic Models for Cross-Cultural Communication

The L.E.A.R.N. Model of Cross-Cultural Communication

- **Listen** with sympathy and understanding to the patient's perception of the problem
- **Explain** your perceptions of the problem
- **Acknowledge** and discuss the differences and similarities
- **Recommend** treatment
- **Negotiate** agreement

Source: Berlin, E. & Fowkes, W.A.(1983). [A teaching framework for cross-cultural health care](#). *Western Journal of Medicine*, 139:934–938. Available from:

<http://www.pubmedcentral.nih.gov/picrender.fcgi?artid=1011028&blobtype=pdf>

RESPECT Model

- Rapport
- Empathy
- Support
- Partnership
- Explanations
- Cultural Competence
- Trust

Source: Welch, M. (1998). Enhancing awareness and improving cultural competence in health care. A partnership guide for teaching diversity and cross-cultural concepts in health professional training. San Francisco: University of California at San Francisco

Beyond the Individual to the Workplace

- Influence and motivate others in your microsystem/workplace towards cultural competence
- Request that your organization develops an intentional plan towards cultural competency

Helpful Websites:

- <http://nccc.georgetown.edu/index.html>
- <http://minorityhealth.hhs.gov/>
- <http://www.culturecareconnection.org/>