

# Cultural Competency

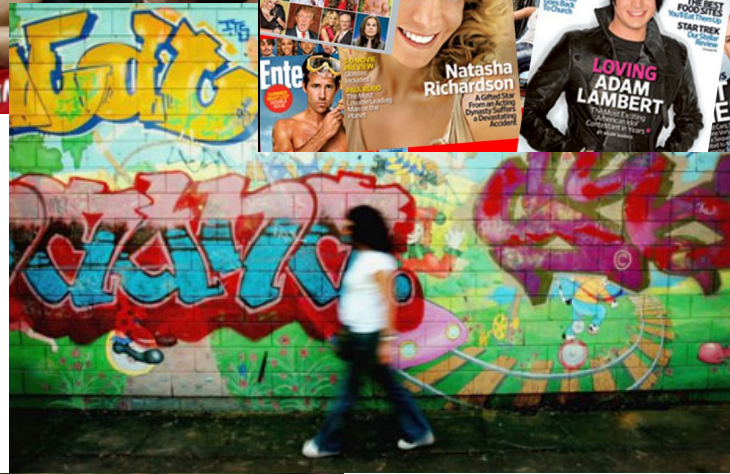
October 14, 2010

# Today's agenda

- Turn in your service agreements
- Discuss culture, cultural competency
- Exercise in building cultural competency



de 1962 Chile consiguió su última Mundial. Después de 48 años la a obtener un triunfo, esta vez de la de la Bielsa.



# What is culture?



# Hofstede's Culture

"the collective programming of the mind distinguishing the members of one group or category of people from another"

Categories and groups can be:

- nations
- ethnicities
- religions
- regions within or across nations
- occupations
- organizations
- genders

A simpler definition is 'the unwritten rules of the social game'.



# McGrew's culture as a process

- A new pattern of behavior is invented, or an existing one is modified.
- The innovator transmits this pattern to another.
- The form of the pattern is consistent within and across performers, perhaps even in terms of recognizable stylistic features.
- The one who acquires the pattern retains the ability to perform it long after having acquired it.
- The pattern spreads across social units in a population. These social units may be families, clans, troops, or bands.
- The pattern endures across generations.

# Culture can be considered...

- ***universal:*** all human societies have culture
- ***particular:*** culture looks different from place to place and group to group around the world and across time
- ***changing:*** patterns of action evolve over time

# Where does culture originate?

- result of hundreds of thousands of years of evolution
- inherent drives within us as social mammals:
  - group membership
  - authority
  - gender roles
  - morality
  - anxiety
  - emotions
  - drives
- enables groups to function smoothly

# Some Common Levels of Cultural Functioning

- National
- Organizational
- Occupational
- Gender





# CULTURE CLASH

# What is cultural competence?

- A set of congruent behaviors, attitudes and policies that come together as a system, agency or among professionals and enable them to work effectively in cross-cultural situations.
- requires that organizations have a defined set of values and principles, and demonstrate behaviors, attitudes, policies, and structures that enable them to work effectively cross-culturally
- level of knowledge-based skills required to provide effective service for people from a particular ethnic or racial group
- developmental process that evolves over a long time

# Dimensions of Cultural Competency

from Diversity Training University International (DTUI)

- Awareness
- Attitude
- Knowledge
- Skills

# Exercise to help you build cultural competency

- Answer each question for yourself (personally) and then for a local community you may be familiar with.
- Then form groups of 5 for discussion.

# Exercise to help you build cultural competency

**Option A:** Reflect on how you would use your understanding of your culture and that of the local community to establish a relationship with people in the local community.

**Option B:** Reflect on how you would use your understanding of your culture and that of the local community to design an intervention intended to benefit people in the local community