

Cultural Competency



What is Cultural Competency?

Cultural competence is interacting effectively with people of different cultures and socio-economic backgrounds.



Why is cultural competency essential?



- Cultural competence is important to building authentic relationships because, without it, our opportunity to build those relationships is impossible. Instead, we'll co-exist with people we don't understand, thereby creating a higher risk for misunderstandings, hurt feelings, and bias— These are things that can all be avoided.

How to become culturally competent (Part I)



- Knowledge - Stay informed and connected. The more informed we are about diverse cultures, the more we are considerate of others.
- Awareness - We all have bias, and it is important to know your biases. Many of us have blind spots or unconscious bias when it comes to our personal beliefs and values.

How to become culturally competent (Part II)



- Attitude - Your viewpoint is critical, and we can all learn from each other. Values and beliefs convey the extent to which we are open to different views and opinions.
- Skills - Basic cross-cultural skills are essential in our diverse society. Start learning, speak up and watch for the bumps by training yourself to resist making assumptions and pre-determined solutions. Making assumptions is a huge issue in some organizations.

Learn Basic Cross-Cultural Skills



- Learn the truth about your own culture and unfamiliar cultures and interact with diverse groups. Individuals who embrace diversity have an open mind and are inclusive in their actions.
- An inclusive culture involves being culturally competent to fully and successfully integrate diverse people into our society. And having respect for differences in working styles, communication styles, even fashion styles, and flexibility in tailoring opportunities to the strengths and abilities of people is essential.
- Equitable access to all resources, opportunities, networks, and decision-making processes is critical to our success in our Inclusion, diversity, and equity efforts.

Culture Competencies Resources



- <https://youtu.be/zcFADtVc5FM>
- <https://youtu.be/tsWbODQiDWs>
- Books:
 - The Culture Code: The Secrets of Highly Successful Groups by Daniel Coyle.
 - Overcoming Bias: Building Authentic Relationships across Differences by Tiffany Jana and Matthew Freeman (free on audible)