

Cultural Competency

Source:
U. S. Department of Justice
Community Relations Service

African American Cultures

- Loyalty, trust, and kinship
- Communication style is expressive
- Pride & Dignity
- Strong link with extended family/children
- Strong church influence
- RESPECT

White/Anglo Cultures

- Individualism and personal achievement
- Competition
- Primarily nuclear family
- Social relationships are informal
- Privacy/space
- RESPECT

Hispanic/Latino Cultures

- Family & Religion
- Pride in heritage
- Higher value placed on interaction with others
- Communication is expressive
- Honor, dignity and RESPECT

Native American Cultures

- Individual
Clan – Tribe
- Family roles
- Customs
- Religion
- Home
- Children
- Education
- RESPECT

Asian Cultures

- Cooperation/
Sharing
- Harmony
- Conversation
- Politeness
- Formality
- Patience
- Indirectness
- Family
Honor
- RESPECT

Arab, Muslim and Sikh Cultures

- Individual- Village
- Family roles are well defined
- Gender roles are well defined
- Customs are steeped in religion
- Children important
- RESPECT

Top Ten Cross – Cultural Tips

- 10. Diversity has many levels and complexities.
- 9. Be willing to admit what you don't know.
- 8. Notice and remember what people call themselves.
- 7. Remember that you are an insider to your culture, and an outsider to other cultures.

Top Ten Cross – Cultural Tips continued . . .

- 6. Look for aspects of the other culture that are admirable.
- 5. Never imply that the established way of doing something is the only way or the best way.
- 4. Be formal at first in language and in behavior.

Top Ten Cross – Cultural Tips continued . . .

- 3. Never make assumptions based on a person's appearance, name or group.
- 2. Never show amusement or shock at something that is strange to you.
- 1. Enjoy meeting people!

Communication

- Every new bit of information either helps or hinders the situation
 - **R**ecognize your communication style
 - **E**xpect to learn something about yourself and others
 - **S**peak clearly and use personal examples when making a point

Communication continued . . .

- **P**articipate honestly and openly
- **E**ngage in the process by listening actively and carefully
- **C**onfidentiality
- **T**ake responsibility for any misunderstanding that may occur.