

## Cultural competence tenets

- Working with clients is inevitably a cross-cultural enterprise.
- Becoming culturally competent is a process, not an endpoint.
- A central part of working effectively across cultures is becoming aware of our personal cultural filters.
- Group-specific information can be used as a starting point for exploring individual experiences.
- Stereotyping is a natural part of the human perception process, but is one we need to be aware of and challenge.

## Stereotyping...

Is a natural part of human perception.

*“The human mind must think with the aid of categories. Once formed categories are the basis for normal prejudgment. We cannot possibly avoid this process. Orderly living depends on it.”*

G. Allport, *The Nature of Prejudice*, 1954

Stereotypes determine how we interpret a person’s current, past and future behavior.

We are most likely to stereotype when we are dealing with a large amount of information that is complex or ambiguous, when we have to make a decision under a time pressure, and when we are fatigued.

Stereotyping can be reduced by increasing our awareness of our own personal cultural filters, and by gathering alternative, disconfirming information about an individual or group.

## Culture...

Includes, but is not limited to the:

- Shared values
- Norms
- Traditions
- Customs
- Art
- History
- Folklore
- Disability
- Religious and healing practices
- Institutions of a racial, ethnic, religious or social group

...that are generally transmitted to succeeding generations.

# What is cultural competence?

Knowledge, information and data from and about individuals and groups that is integrated and transformed into:

- Clinical standards
- Skills
- Service approaches
- Techniques
- Marketing programs

...that match an individual's culture, and increase the quality and appropriateness of healthcare and health outcomes.

(Davis, 1999)

## Worldview...

Is culturally determined.

- Mediates an individual's perception of his or her relationship with the world - i.e., nature, institutions, people, and things (Sue 1976).
- Directly affects our beliefs, assumptions, expectations, styles of problem solving and conflict resolution, interpretations of distress and decision making (Ibrahim, 1991).
- Varies from individual to individual and can change over time.