

# CULTURAL COMPETENCY

THE NEXT LEVEL OF  
CULTURAL CAPABILITY



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## CULTURE

Integrated patterns of human behavior that includes thoughts, communications, actions, customs, beliefs, values, traditions, and institutions of a racial, ethnic, religious, or social group.



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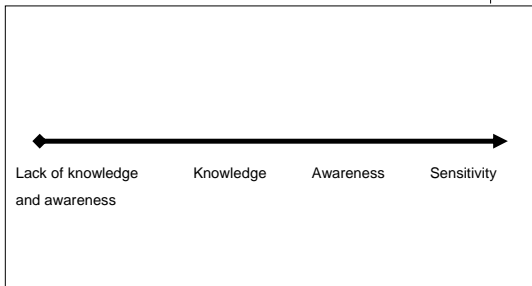
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## CULTURAL CAPACITY CONTINUUM



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## KNOWLEDGE



**Familiarity** with selected cultural characteristics, history, values, belief systems and behaviors

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## AWARENESS



Developing sensitivity to and understanding of other cultural groups.

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## SENSITIVITY



Understand that differences AND similarities exist but values are not assigned; no right or wrong, no better or worse; non-judgmental attitude

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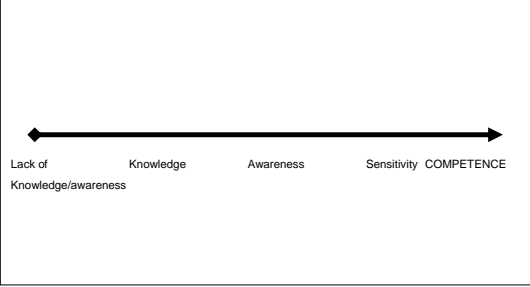
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## CULTURAL CAPACITY CONTINUUM



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## COMPETENCE



The capacity or skill to function effectively as a professional or as an organization within the context of the cultural beliefs, behaviors, and attitudes presented by clients.

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## CULTURAL COMPETENCE



A set of congruent behaviors, attitudes, and policies that come together in a system or among professionals that enables that system to work effectively in cross-cultural situations.

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## CULTURAL COMPETENCE



Requires that knowledge of cultural groups be integrated and transformed into specific standards, policies, procedures, practices, and attitudes of an organization.

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## 2-DIMENSIONAL PROCESS



- SURFACE STRUCTURE
- DEEP STRUCTURE

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## SURFACE STRUCTURE



- SUPERFICIAL
- OBSERVABLE

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# DEEP STRUCTURE



- Sociodemographic and racial/ethnic differences
- Influence of varying aspects of these factors on specific behaviors

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