



Cultural Competence: Strategies for Working More Effectively Cross-Culturally

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Session Plan

- Brief overview of framework for cultural competence
- Standards for increasing provider- and organizational-level cultural competence
- Interactive exercises
 - self-assessment
 - small group exercises
 - case examples to illustrate practical strategies for working more effectively cross-culturally

Cultural Competence

...as a Movement



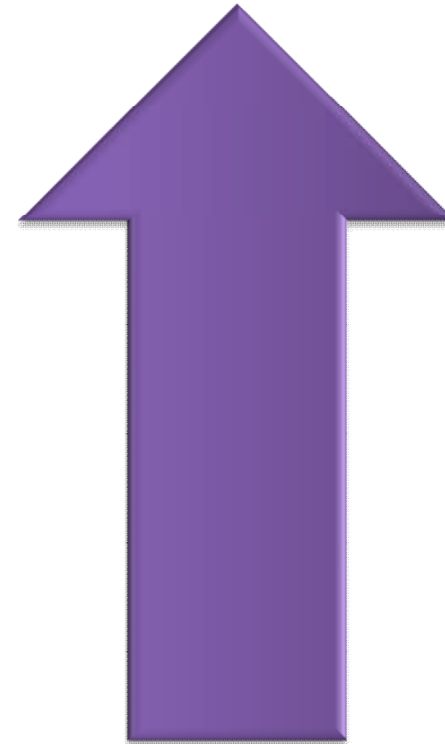
[History of Cultural Competence]

- Demographic composition & immigration
- Civil Rights Movement
- Health inequities
- Professional competence

[Purpose of Cultural Competence]

- Greater access and representation
- Increased client satisfaction
- Improved learning experiences and respect for personnel
- Improved efficiency of health and social services
 - Improved quality of care
 - Improved health/mental health outcomes

[Continuum of Cultural Competence]



(Cross et al., 1989)

Defining Individual Cultural Competence

- Specific attitudes, knowledge, and skills that individuals need to possess to deliver ethical and competent services when working with ethnically diverse populations

(Chin, 2002)

Characteristics of a Multiculturally Competent Provider

- Three components of competency in cross-cultural counselling:
 - Beliefs and attitudes
 - Knowledge
 - Skills
- Starts with self-awareness



Exercise 1

The ADDRESSING Framework

Cultural influences

- Age and generational differences
- Developmental and acquired Disabilities
- Religion and spiritual orientation
- Ethnicity
- Socioeconomic status
- Sexual orientation
- Indigenous heritage
- National origin
- Gender

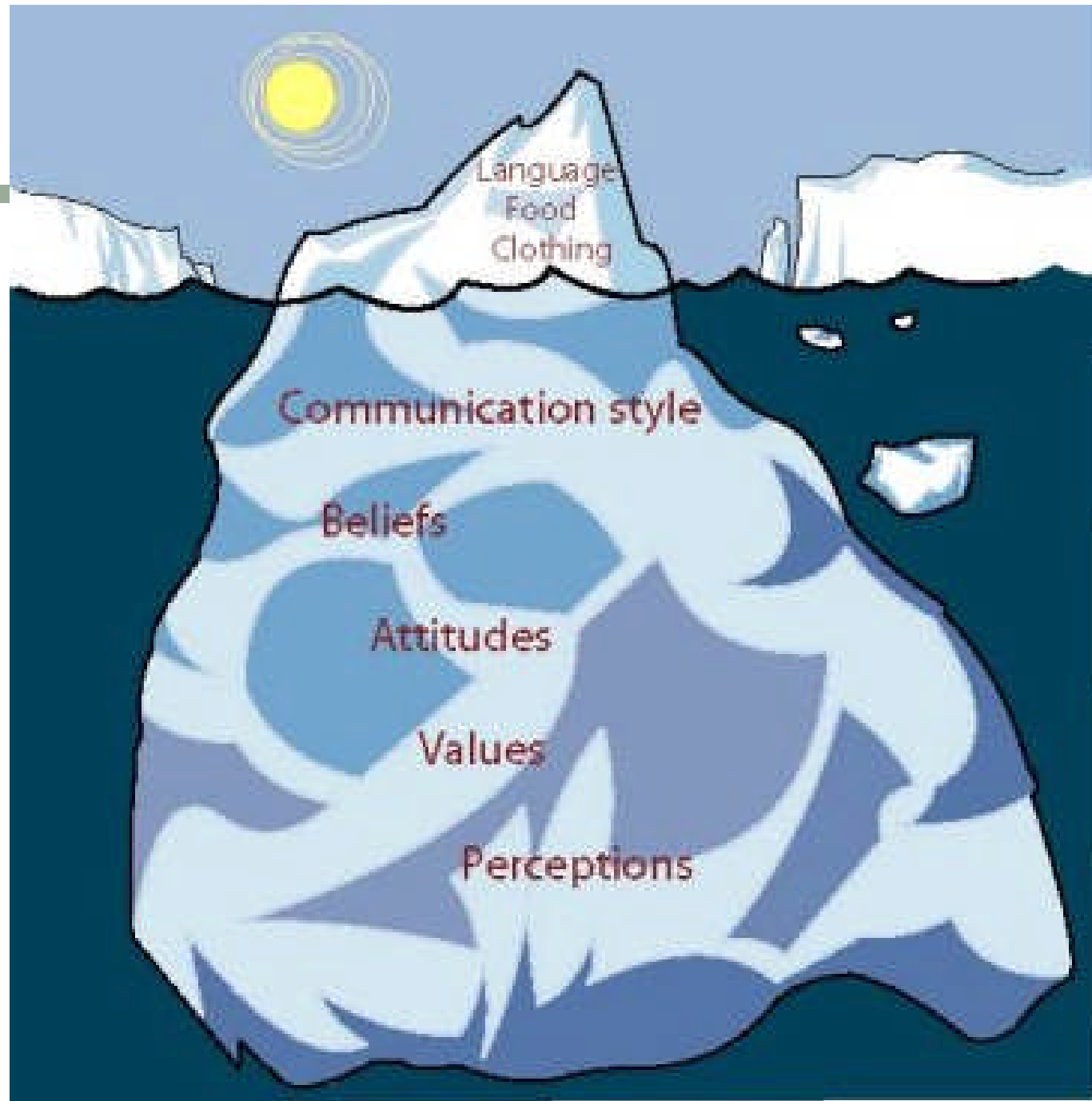
(Hays, 1996)

Culturally Competent Practice

“I am because we are; without we I am not,
and since we are, therefore I am”

Mbiti, 1969





Language
Food
Clothing

Communication style

Beliefs

Attitudes

Values

Perceptions

[General Assessment Issues]

- Help seeking
- Appointments
- Place of meeting
- Time focus
- Relational culture
- Self-disclosure
- Approach
- Domains

Developing Appropriate Intervention Strategies

■ **Attitudes and Beliefs: Respect**

- Religious/spiritual beliefs
- Values about physical and mental functioning
- Indigenous/ethnic community helping practices and help-giving networks
- Bilingualism

Developing Appropriate Intervention Strategies

■ Knowledge of:

- Generic characteristics of different interventions and how these may clash with certain cultural values
- Institutional barriers that prevent access to services
- The potential bias in commonly used tools
- Community characteristics and resources, including family structures, hierarchies, values & beliefs in the community
- Discriminatory practices at social/community level



PSYCHOLOGICAL INSIGHTS
THERAPY
INDIVIDUAL
SELF-
REALISATION
ACTUALISATION
SELF-ESTEEM
OEDIPAL
NEUROTIC
COGNITIVE
RATIONAL
PROBLEM-
SOLVING
MIND-BRAIN
DICHOTOMY
EMOTIVE
PROJECTION
INDEPENDANCE
AUTONOMY



Developing Appropriate Intervention Strategies

■ **Skills – Ability to be flexible and...:**

- Send and receive both verbal and nonverbal messages accurately and appropriately
- Help clients determine whether a "problem" stems from racism or bias
- Be open to seeking consultation with traditional healers/religious and spiritual leaders and practitioners
- Interact in language requested by client
- Recognize limitations of traditional assessment and testing instruments

Organizational Culture Competence



Defining Organizational Culture Competence

- “A set of congruent attitudes, practices, policies, and structures that come together in a system or agency and enables professionals to work more effectively in cross-cultural situations”

(Cross, Bazron, Dennis & Issacs, 1989)

Domains of Cultural Competence

- Major content areas of cultural competence for organizations are:
 - Organizational norms, principles, and policies
 - Asset and need identification research related to cultural competence
 - Human resources management: policies and practices
 - Services and service delivery
 - Community consultation, partnership, and information exchange

Self-Assessment

- Important to reflect on own practices, as well as those of organizations we work within
- A number of helpful tools exist - these can help to highlight areas for improvement and measure progress towards goals



Exercise 2

[Case Example]

- Be prepared to briefly describe your case to the rest of the group
- Identify at least 5 potential issues having to do with cultural competence you would want to consider
- Brainstorm possible solutions
 - think individually and organizationally

[Concluding Remarks]



Practical Steps to Becoming more Multiculturally Competent

- Explore your own cultural heritage
- Be attentive to issues of privilege
- Seek out information and educate yourself
- Expand on the diversity of relationships
- Multicultural Practice Enhancement Plan

Pamela A. Hays (2007). Looking into the clinician's mirror: Cultural self-assessment (pg. 41-62). In: Addressing Cultural Complexities in Practice. Washington, DC: American Psychological Association.

Recommended Tools for Assessing Cultural Competence

■ Individual

- Cultural Competence Checklists (Goode, 2002)
- Multicultural Practice Competencies Tool (Calgary Health Region, 2005)
- LIAASE (Ontario Healthy Communities Coalition, 2004)

■ Organization

- Cultural Competence Self Assessment Protocol for Health Care Organizations and Systems (Andrulis, Delbanco, Avakian, & Shaw-Taylor, 1998)
- Cultural Competence Self-Assessment Questionnaire (Mason, 1995)
- Cultural Competency Assessment Scale (Siegel, Haugland, & Ghambers, 2002)