

4 Cultural Competence Techniques

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- Culture involves shared ways people understand and interpret their world. Therefore, people go about solving problems and interacting with others in a cultural context. (Fronz Trompenaars)
- Behavior and attitudes are rooted in culture, which defines what is normal.
- That's why people who are different may also do things so differently.
- Therefore, culturally competent services & communication are culturally responsive.

Here are 4 techniques that will help us all to be Culturally Competent, especially when working with people who are different from us, in some way.

Technique 1: **Respect Through Listening & Building Empathy**

Seek first to understand before trying to be understood. (Stephen Covey)
Be giving about sharing your own needs and strategies.

Technique 2: **Ask, Don't Assume**

Ask Others About Their Needs and Wants, Don't Assume! Take a risk!

Sample Questions

- What would you like from this experience?
- Are there skills and talents you would like to offer?
- What do you need to be successful or useful?
- How can we support you in this effort?
- What would make you feel at home and part of the group?

Reference Links

- Cultural Competence Standards - Multicultural Disability Advocacy Association: <http://www.mdaa.org.au/publications/faqs/standards.html>
- National Resource Center for Family Centered Practice - School of Social Work - The University of Iowa:
<http://www.uiowa.edu/%7Enrcfcp/training/cultural.shtml>
- Listing on Google of books under the heading of Youth, Disability, and Cultural Competency:
<http://books.google.com/books?q=disability+youth+cultural+competency&ots=E1WX6Izq1x&sa=X&oi=print&ct=title>