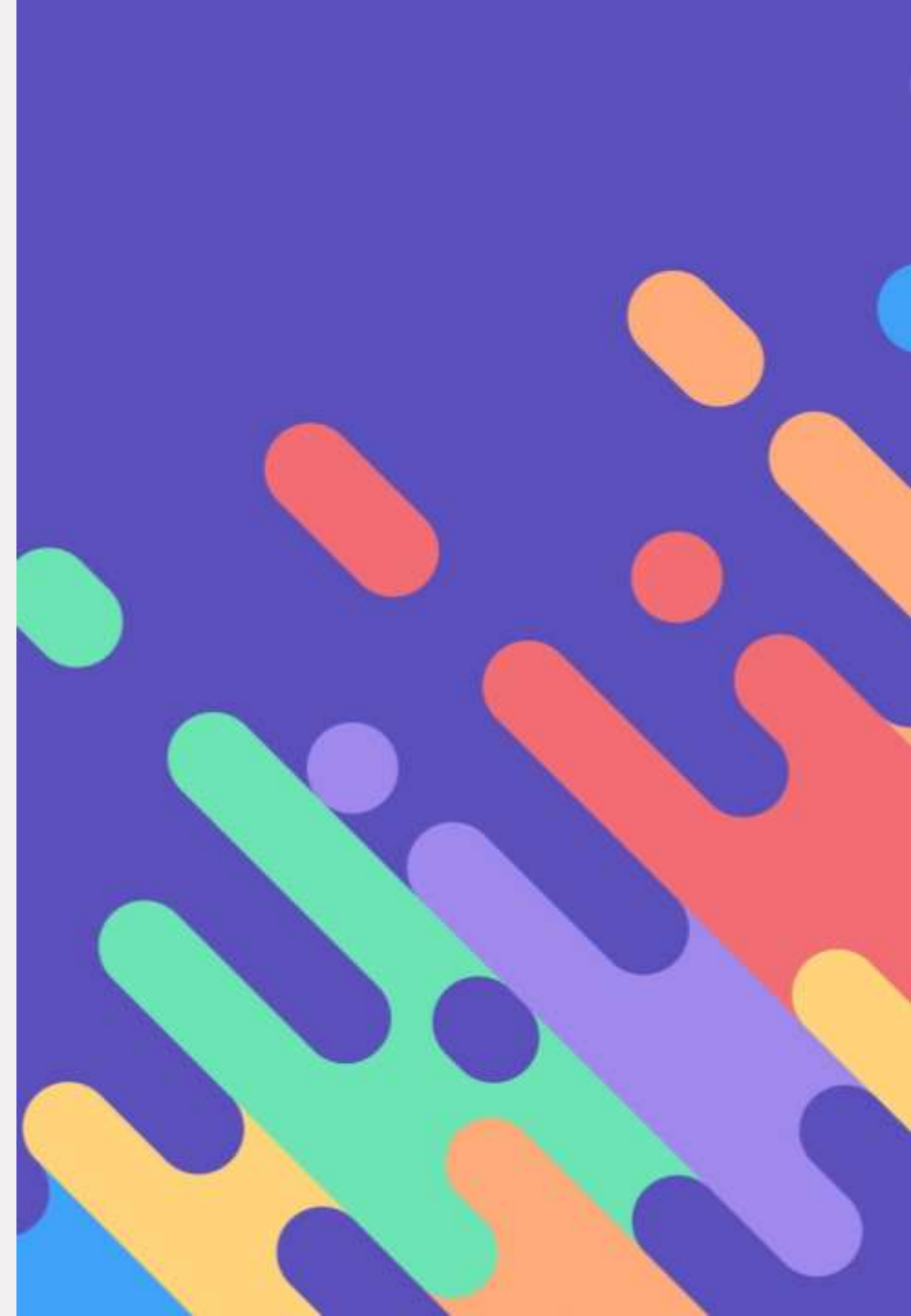


CULTURAL COMPETENCE

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WHAT IS CULTURAL COMPETENCE?

Three components of cultural
competence

- Cultural knowledge
- Cultural awareness
- Cultural skills

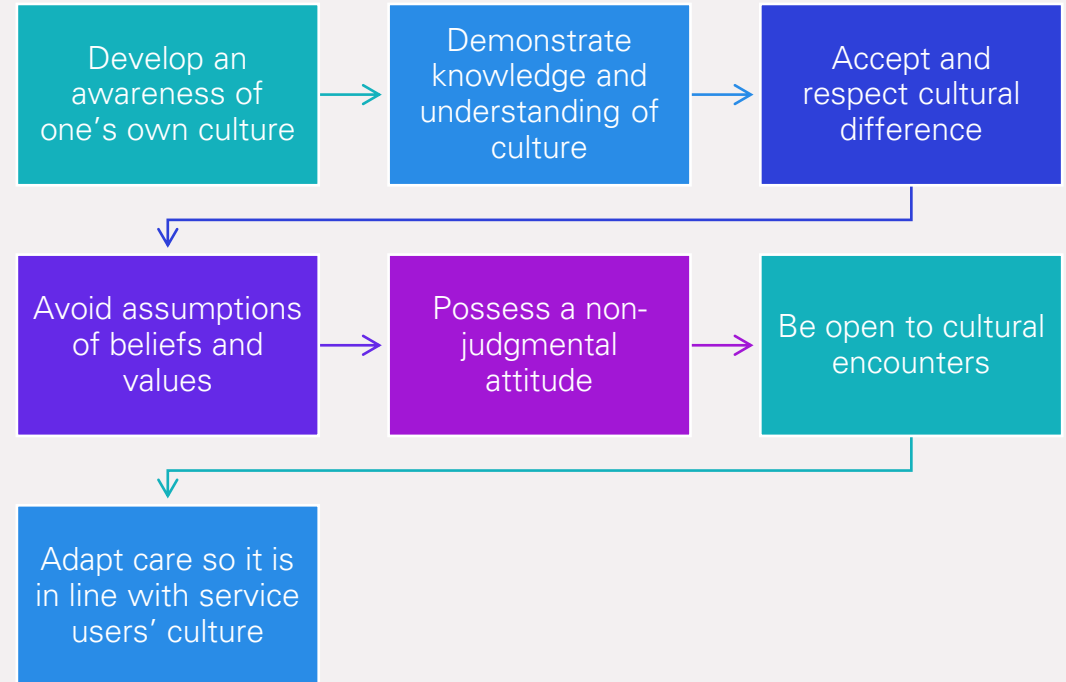


DEFINE CULTURAL COMPETENCE

“Cultural competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enable that system, agency, or those professionals to work effectively in cross-cultural situations.” ~ Terry Cross et al, 1989

“the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, religions, and other diversity factors in a manner that recognizes, affirms, and values the worth of individuals, families, and communities and protects and preserves the dignity of each” ~ NASW, 2015

PURNELL'S
(2000) MODEL
FOR CULTURAL
COMPETENCE



UNDERSTANDING CULTURE





COMPONENTS OF CULTURAL IDENTITY

An individual's cultural identity is formed through exposure to different cultural environments and influences including

- Societal views
- Community-based relationships
- Familial customs
- Personal beliefs

SOCIETY

- Societal Attitudes
- Political Views
- Social Norms
- Media Influence
- Environment



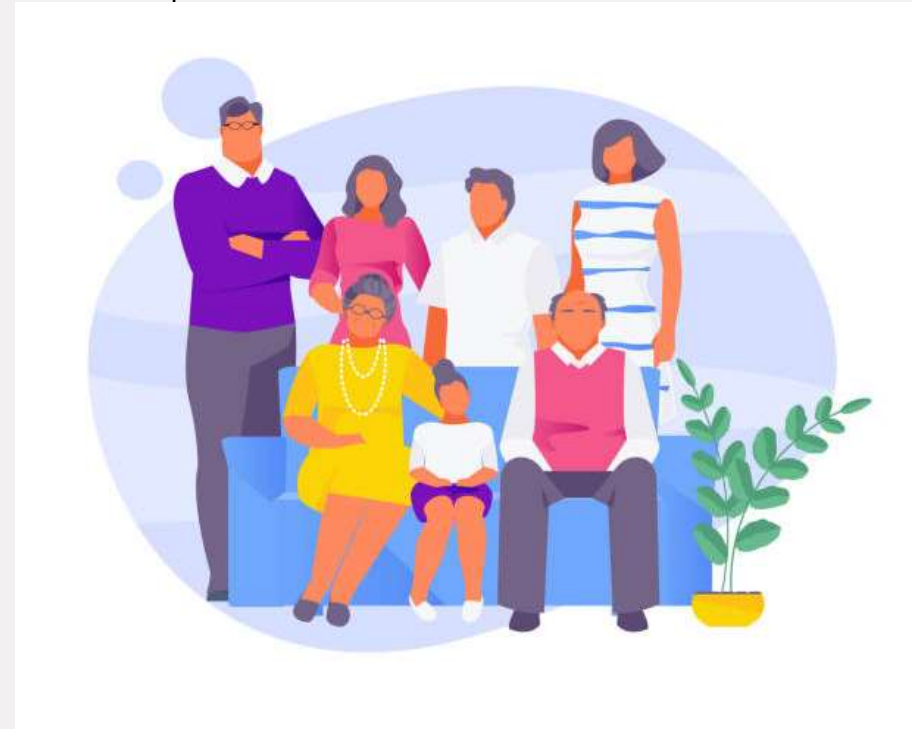


COMMUNITY

- Religion
- Social gatherings
- Shared values
- Connections
- Celebrations

FAMILY

- Dynamics and Roles
- Expectations
- Family Values
- Traditions
- Closeness





INDIVIDUALITY

- Appearance
- Preferential Practices
- Relationship with food
- Differing cultural identities within the home compared to in the community



SELF-AWARENESS

SELF-AWARENESS



Recognize bias and assumptions – be aware of your own biases and assumptions about the culture and recognize how these biases may impact interactions



Understand cultural identity – recognize how your own cultural identity shapes perspectives and approaches to practice



Reflect and acknowledge privilege and power dynamics – be sensitive to power imbalances and encourage the client to express their needs



Engage in continuous learning and development – actively seek out opportunities to increase understanding, challenge assumptions, and reflect on your own practice



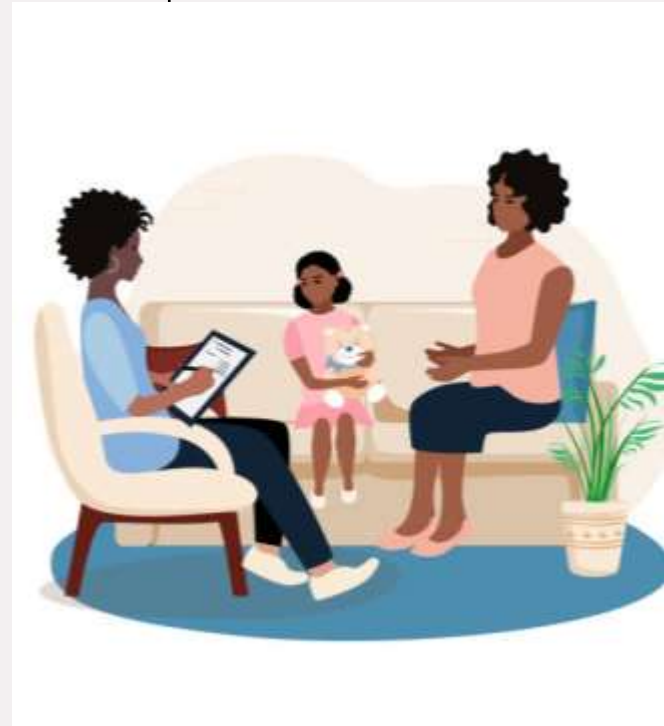
CULTURAL COMPETENCE IN PRACTICE

“Culturally competent care is a system that acknowledges the importance and incorporation of culture, assessment of cross-cultural relations, vigilance toward the dynamics that result from cultural differences, expansion of cultural knowledge, and adaptation of interventions to meet culturally unique need” (Whaley and Davis, 2007)

ESSENTIAL SKILLS

While these skills are important when working with everyone, it is important to consider how they may look differently when working specifically with diverse populations and cultures

- Professionalism
- Communication and Explanation
- Active-Listening
- Respect
- Use Perspective
- Relationship Building
- Professional Curiosity
- Ability to Advocate and Challenge



CASE STUDY

The Ahmed family came to the UK from Sudan in 2014. They are Muslim and were given refugee status in 2016. They have just recently moved to Eastleigh, an area outside of Southampton. The father, Jamal works as a bricklayer and the mother, Amira stays home to look after the house. A referral has come in from the school about their daughters Aarya, 12 and Alia, 15. Aarya's teachers describe her as quiet and withdrawn. She comes to school on hot days wearing long sleeve blouses and leggings under her skirt and does not like it when other children get close to her. She has been refusing to eat during lunch hour for the past week and does not bring any food with her to school. The school also has concerns about her older sister. Teachers describe Alia as dressing and eating 'normal' and has good relationships with her peers. However, she struggles academically and often falls asleep in class. When asked about this Alia says she has to help around the house, so she must stay up late to complete her schoolwork. She also says her parents constantly argue about money and her Dad sometimes throws things which keeps her awake at night.

- What should be considered in terms of societal, familial, and personal influences of culture with each family member?
- What would you do during the initial visit? Consider cultural etiquette. What questions would you ask?
- What support might you be able to offer?

