Cultural Competency

 Name: Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Lack of awareness about cultural differences makes it easier for both providers and consumers to achieve the best, most appropriate service.

True False

1. Cultural competence is a set of behaviors, attitudes, and policies that come together in an organization to enable it to work effectively in cross-cultural situations.

True False

1. Each person is a member of only one culture.

True False

1. Check the following that are examples of different cultures:

\_\_\_\_\_\_\_ Family \_\_\_\_\_\_ Neighborhood

\_\_\_\_\_\_\_ Spiritual \_\_\_\_\_\_ Ethnic

\_\_\_\_\_\_\_ Work \_\_\_\_\_\_\_ Gender

\_\_\_\_\_\_\_ Age \_\_\_\_\_\_\_ Common Interest

1. The term culture is analogous to community, but culture relates more to the behaviors manifested by the community. True False
2. Race is a \_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_ construct that is most often important in societies with a history of oppressing specific groups.
3. Ethnicity is a classification of humans according to physical characteristics.

True False

1. Cultural \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is when differences are seen as a problem; identifies one superior culture. Cultural \_\_\_\_\_\_\_\_\_\_\_\_ is when one feels all cultures are alike; culture does not account for differences. Cultural \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is when one recognizes differences but is complacent in making change.
2. The five essential elements that contribute to an organization’s ability to become more culturally competent

The organization should:
(1) \_\_\_\_\_\_\_\_\_\_\_\_ diversity,

(2) have the capacity for cultural \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,

(3) be conscious of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ inherent when cultures interact,

(4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ of cultural knowledge,

(5) developing adaptations to service delivery reflecting and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of diversity between and within cultures.



“If we are to achieve a richer culture…we must weave one in which each diverse human gift will find a fitting place.” Margaret Mead 1935