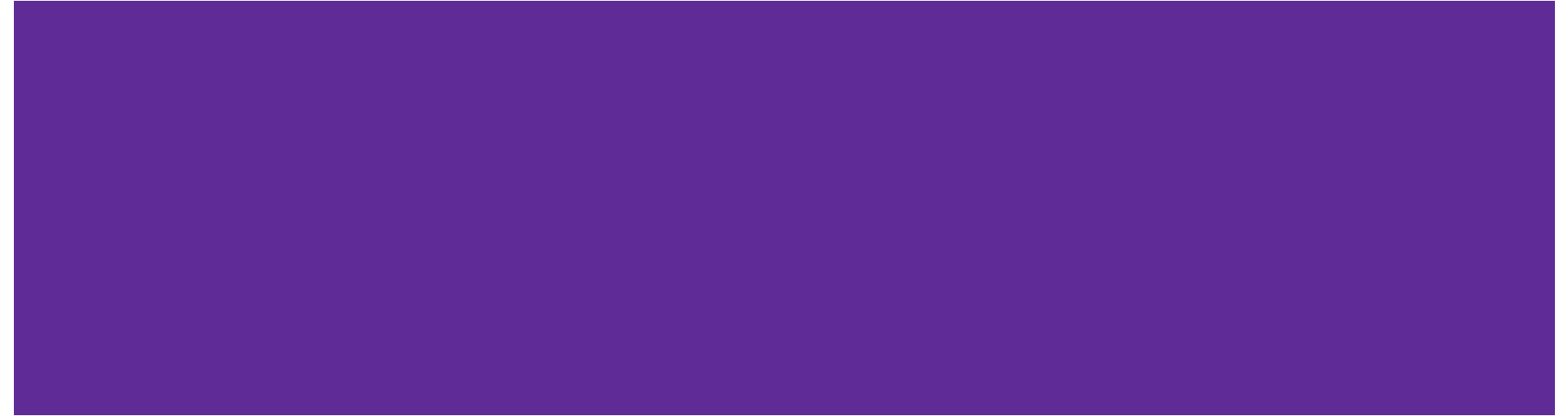


# Cultural Competency vs Cultural Humility

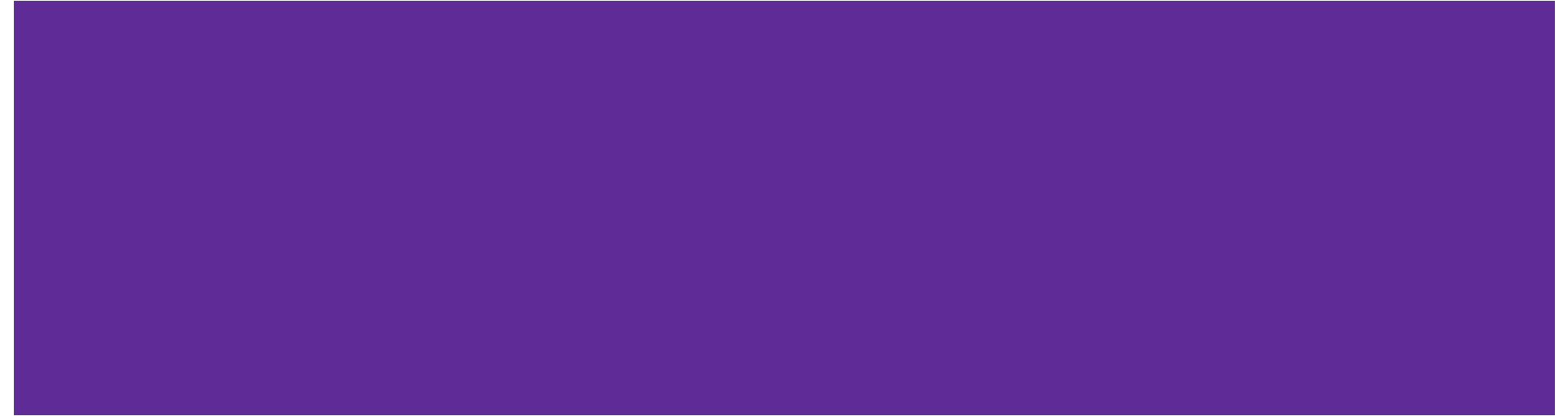
Lora Mitchell, Mensa AG 2019 LDW



**“Knowing yourself  
is the beginning of  
all wisdom.” –**

**Aristotle**

# What is Culture?



# What is Culture?

**Cul·ture** /'kəlCHər/

the customs, arts, social institutions, and achievements of a particular nation, people, or other social group.

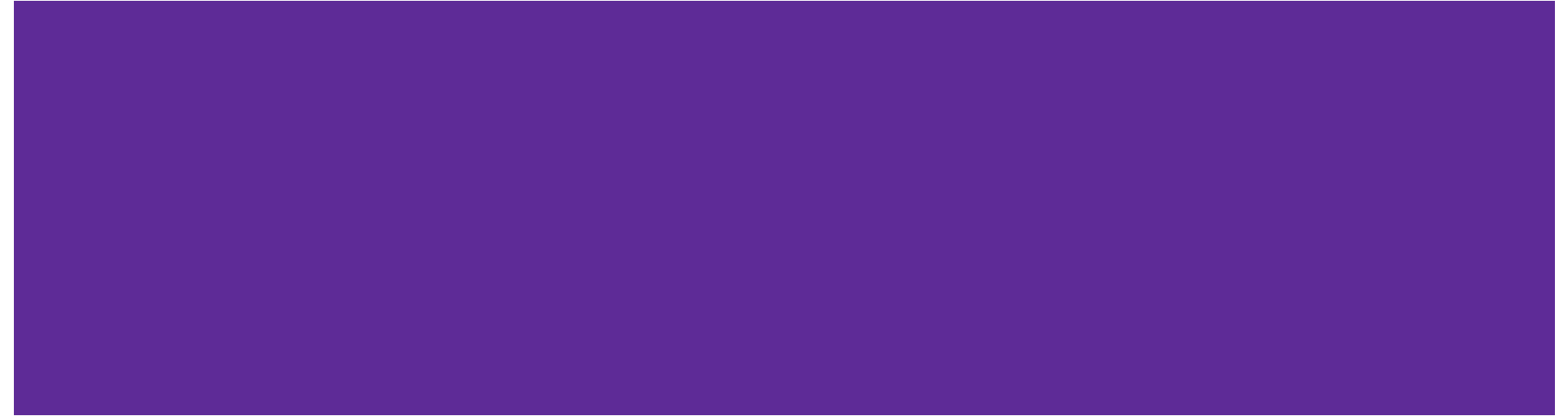
*synonyms:*

civilization, society, way of life, lifestyle

# What is Culture?

**Culture** is a **word** for the 'way of life' of groups of people, meaning the way they do things. Different groups may have different **cultures**. A **culture** is passed on to the next generation by learning, whereas genetics are passed on by heredity.

**This isn't so simple in a multicultural society.**



**Which of these represents American culture?**

**Which of these represents American culture?**





# Which of these represents American culture?



# Which of these represents American culture?



**Which of these represents American culture?**





**Which of these represents American culture?**



**Which one represents best?**

**It gets even  
harder to define  
on an  
international  
scale.**

**What is cultural  
competency?**

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# What is cultural competency?

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 professions to work effectively in cross-cultural situation

- Crosse e al



# What is cultural competency?

**Cultural competence - Having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors and needs presented by consumers and their communities.-**

**Office of Minority Health, National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS Standards), 2001**

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**I'm nice to everyone/ rude to  
everyone. I'm good then.**



**I'm nice to everyone/ rude to everyone. I'm good then.**

Ummmm.... Maybe not.



**How any one group defines an action or behavior may vary from one group to another.**

**How any one group defines an action or behavior may vary from one group to another.**

**What is good, bad, nice, rude, kind, normal, or abnormal can vary greatly based on background factors.**

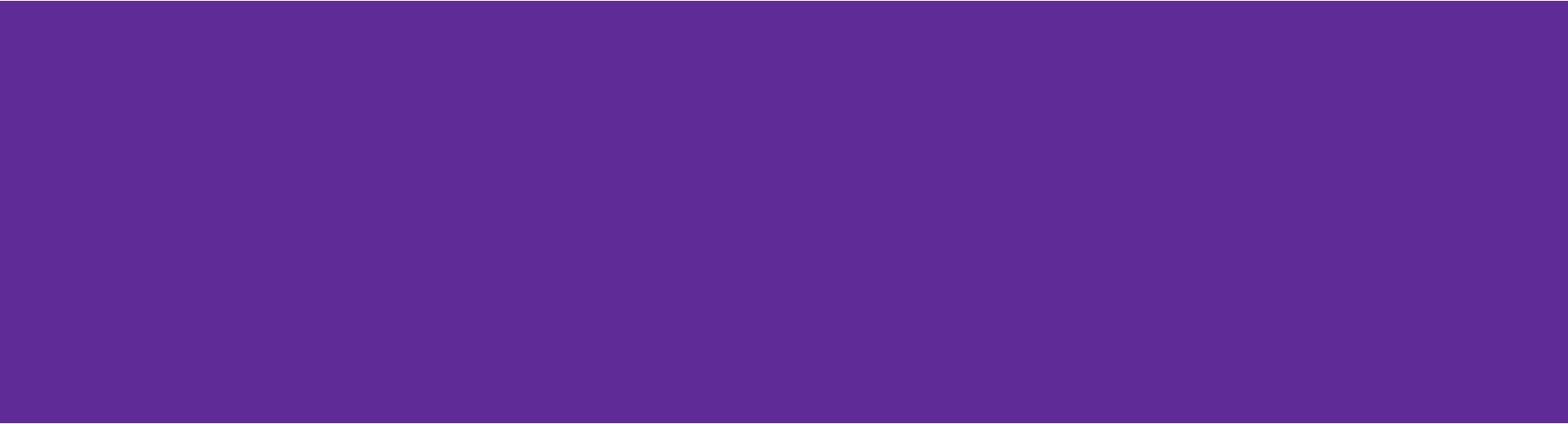
**Is it rude... or polite... to look  
a stranger in the eye and  
say “Hello” to them on the  
street?**

**Tell me about a time when  
you had difficulty relating to  
a person on a different  
background...?**

**Many situations of discomfort come from a misunderstanding of what is socially acceptable in another person's culture.**



**In a practical sense, cultural competence means understanding social mores for another culture and applying them appropriately.**



# Elements of Cultural Competence

# Elements of Cultural Competence

Cultural competence has four major components: Awareness, attitude, knowledge, and skills.

-Diversity Officer Magazine

# Elements of Cultural Competence: Awareness

**Awareness:** to examine diversity-related values and beliefs in order to recognize any deep-seated prejudices and stereotypes that can create barriers for learning and personal development. Many of us have blind spots when it comes to our beliefs and values; diversity education can be useful for uncovering them.

# Elements of Cultural Competence: Attitude

**Attitude:** Values and beliefs impact cross-cultural effectiveness because they convey the extent to which we are open to differing views and opinions. The stronger we feel about our beliefs and values, the more likely we will react emotionally when they collide with cultural differences

# Elements of Cultural

## Competence: Knowledge

**Knowledge:** The more we have about people of different cultures, the more likely we are able to avoid stepping on cross-cultural toes. Knowing how culture impacts problem solving, managing people, asking for help, etc. can keep us connected in cross-cultural interactions.

# Elements of Cultural Competence: Skills

**Skills:** Even with the “right” attitude, self-awareness, and knowledge about cultural differences...If we have not learned skills or have had little opportunity to practice, our other elements are insufficient to avoid and manage cross-cultural landmines.

**NOTE THAT THE  
FIRST STEP IS  
AWARENESS.**



**This is where  
cultural humility  
comes in.**

“The world in which you were born is just one model of reality. Other cultures are not failed attempts at being you; they are unique manifestations of the human spirit.”

— **Wade Davis**

**Cultural humility is an ongoing process to evaluate your own biases, prejudices, and culture in a way that allows you to accept and understand other people as being equal to you and deserving of respect.**

# Cultural humility is

“ability to maintain an interpersonal stance that is other-oriented (or open to the other) in relation to aspects of cultural identity that are most important to the [person]”

Hook, Davis, Owen, Worthington and Utsey (2013)

**Cultural humility is**

*listening to yourself and to  
the people you are around.*

# Elements of Cultural Humility

lifelong  
commitment to  
self-evaluation  
and self-critique

Underlying this piece is the knowledge that we are never finished — we never arrive at a point where we are done learning. Therefore, we must be humble and flexible, bold enough to look at ourselves critically and desire to learn more. When we do not know something, are we able to say that we do not know?

# Elements of Cultural Humility

a desire to fix power imbalances where none ought to exist

Recognizing that each person brings something different to the proverbial table of life helps us see the value of each person.

# Elements of Cultural Humility

aspiring to develop  
partnerships with  
people and groups  
who advocate for  
others

Though individuals can create positive change, communities and groups can also have a profound impact on systems. We cannot individually commit to self-evaluation and fixing power imbalances without advocating within the larger organizations in which we participate.



The self-exploration part of this is critical. Our brains like patterns and putting things into groups, to the extent that we're not aware of it most of the time.

The self-exploration part of this is critical. Our brains like patterns and putting things into groups, to the extent that we're not aware of it most of the time.

That's why we need to ask ourselves questions like these:

# Questions to ask ourselves

- How do I describe my own ethnicity? Race? Religion?  
Gender? Sexual Orientation?
- What are my most closely-held values?
- What things about my background help define me?
- In what ways do I see myself as being “better” than others?

**Now, think back to that situation where you had difficulty relating to another person.**

**Now, think back to that situation where you had difficulty relating to another person.**

**Was any of the difficulty brought about by your assumptions? How did your own background play into it?**

**To use cultural humility, we cannot dismiss another person's experiences as being invalid or that we are experts by association.**

**To use cultural humility, we cannot dismiss another person's experiences as being invalid or that we are experts by association.**

**“I have a BLACK FRIEND, so....”**

**This is a very  
uncomfortable  
journey.**



**This is a very  
uncomfortable  
journey.  
It's worth it.**

REALSIMPLE

I WANT,

BY

UNDERSTANDING

MYSELF, TO

UNDERSTAND

OTHERS.

KATHERINE MANSFIELD

# Sources and resources:

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