



# **CULTURAL COMPETENCY**

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# DIVERSITY

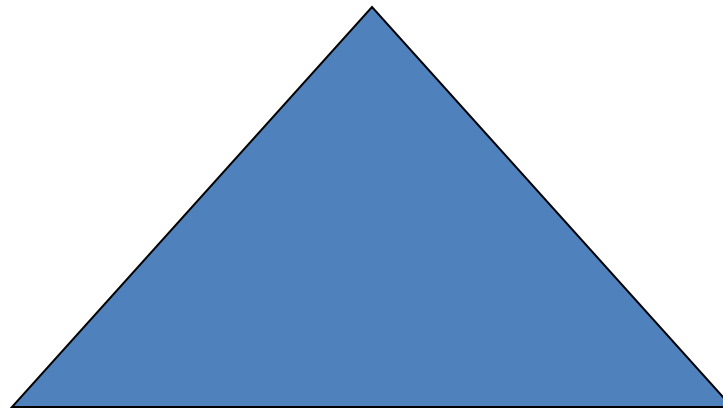
**Diversity has been written into the DNA of American life;  
any institution that lacks a rainbow array  
has come to seem diminished,  
if not diseased.**

**Joe Klein**



# In a word ...

**Diversity:  
Relationships**



**EEO:  
Requirements**

**Affirmative Action:  
Representation**



# Cultural Competency

- **Is not just about differences.**
- **Is just as much about similarities.**
- **Is not the “end all” and we need to move toward cultural competence.**



# Cultural Competency

**... is about  
having an awareness  
of the similarities and differences  
among groups.**



# **Cultural Competence ...**

**... means having the ability to  
recognize and respond  
to our similarities and differences  
and  
make more constructive decisions  
based on that understanding.**



# Culture Defined For “Cultural Competency”

## A way of ...

-  Seeing
-  Doing
-  Being
-  Believing
-  Living

**A system of shared beliefs, customs and behaviors  
that members of a group or society  
use to deal with their world and with one another.**



## **What about you?**

**In a tense situation that regards  
diversity issues,  
do we focus on the differences  
or  
do we examine and focus  
on our similarities?**





## What about you?

- “Differences” focus on “you versus me.”
- “Similarities” focus on “us.”



# **Cultural Diversity, Workforce Diversity, and Interpersonal Diversity**

- **All are diversity topics.**
- **All play a part in a diverse environment.**
- **All can lead to problems.**
- **All can be great assets.**



# Cultural Diversity

*includes...*

- Race
- Sex and Sexual Orientation
- National Origin
- Religion
- Color
- Age
- Disability

***At work, cultural diversity typically comes into an organization through the hiring process.***



# Workforce Diversity

*includes...*

- **Occupations**
- **Classifications**
- **Compensation**
- **Exempt or non-exempt**
- **Administrative or Professional**
- **Organizational Divisions/Units**

*Typically created by the organization or group through their own structure and “personnel” system.*





# Interpersonal Diversity

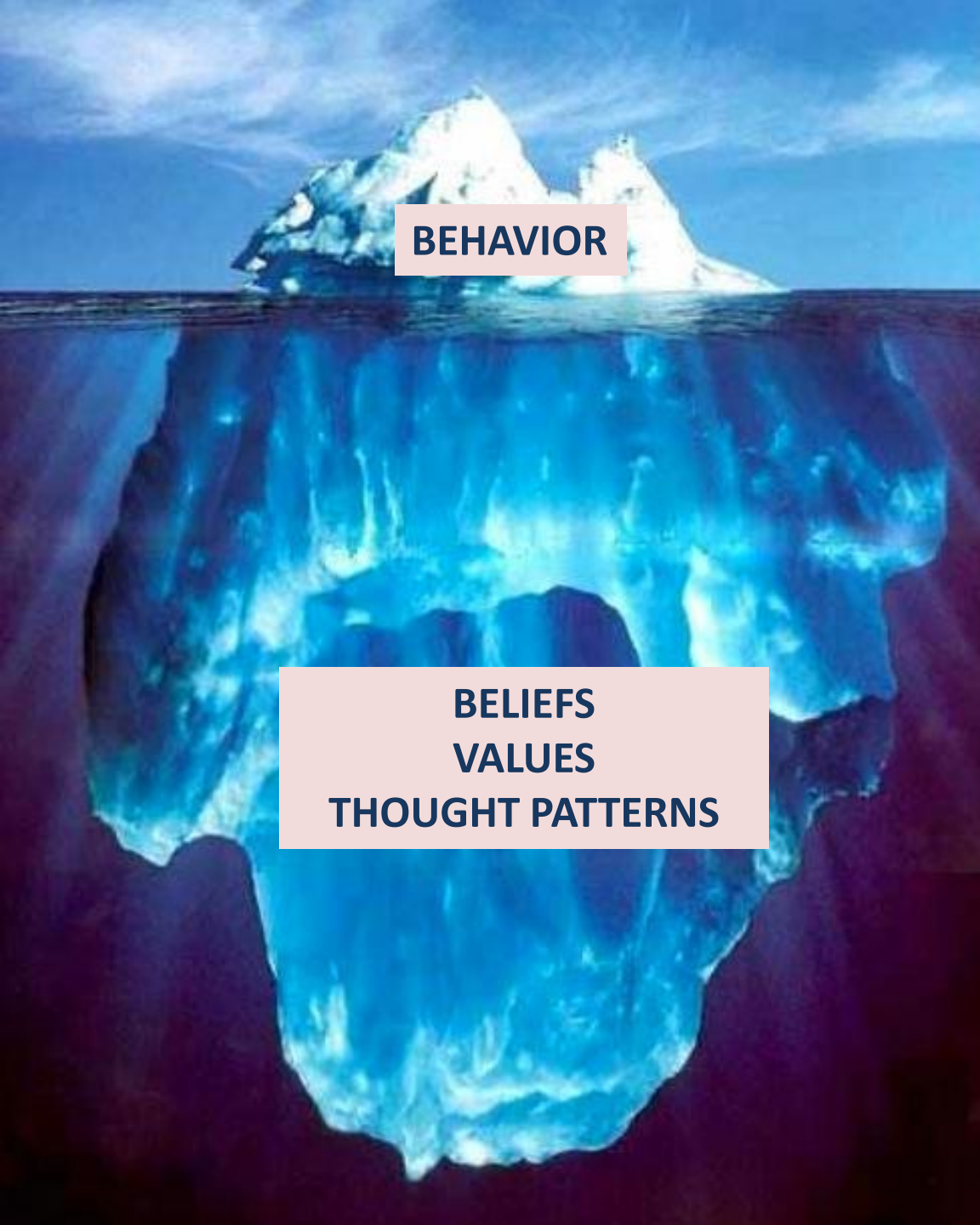
*includes...*

- Personalities
- Temperaments
- Values
- Beliefs
- Thoughts
- Behaviors
- Customs
- Lifestyle
- Intellect
- Social patterns
- and more



# BENEFITS

- Communicate better.**
- Build effective relationships.**
- Develop better solutions.**
- Increase productivity/performance.**
- Increase retention.**
- Become an employer/community of choice.**
- Improve service.**
- Enhance financial opportunities.**



**BEHAVIOR**

**BELIEFS  
VALUES  
THOUGHT PATTERNS**

**The BUMP!**

**What leads to our  
differences  
and  
similarities?**



# **The BUMP - Not just an old dance move!**

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- **We must be culturally competent.**
- **What does it mean to be “FAIR”?**
- **So we all want to do those things, but how?**
- **A tool to help us in this skill path is the F.A.I.R. Approach.**





# F.A.I.R. Approach

**F** Feedback

**A** Assistance

**I** Inclusion

**R** Respect



***F.A.I.R. Approach  
is a way to look at what is going on  
beneath the surface  
and  
discuss differences  
and  
examine similarities.***

***A tool to actually practice “diversity”.***



# **FEEDBACK**

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**Provide  
and receive information on  
expectations  
and  
how well they are being met.  
Give and receive feedback early and often.**



# FEEDBACK

- Have I given others adequate information?**
- Do I have all the information I need?**
- Am I open to feedback from others?**
- When I give feedback, do I practice giving good feedback?**





# **ASSISTANCE**

**Help others make sure they have what they need in order to work/serve to their fullest potential.**

**Provide encouragement, communication, resources, equipment, and training for people to enable them to work/serve in the most productive manner.**



# ASSISTANCE

- Do I provide appropriate assistance and support?
- Do I need assistance or support?
- Have I asked or am I unwilling to ask?
- When I offer assistance, does my approach facilitate or hinder assistance?



# **INCLUSION**

**Make sure everyone has an opportunity to fully participate in the workplace/community and to be on the team.**

**Talk about others in a supportive way, rather than criticizing them behind their back.**

**Make sure assignments and activities do not exclude or disadvantage anyone.**



# INCLUSION

- Do I take steps to ensure everyone feels included?
- Do I behave in a way that causes people to feel included or excluded?
- Do I tolerate other people behaving in a way that causes others to feel excluded?



# **RESPECT**

**Establish and maintain  
an environment that is  
free of offensive practices and conditions.  
Speak positively about any group you are in,  
even during times of crisis,  
and  
focus on why you originally came to/joined the group  
and  
why you choose to stay.**



# RESPECT

- Do I demonstrate respect and regard for others?
- Am I being responsive to indications of disrespectful behavior or perceptions that make people feel disrespected?
- Do I demonstrate my awareness that respect may mean different things to different people?



# F.A.I.R. Approach

**F** Feedback

**A** Assistance

**I** Inclusion

**R** Respect





## *What will you do?*

**We are the only country in the world that has taken people from so many different backgrounds, which is a great achievement by itself, but an even greater achievement is that we have turned all of that variety and diversity into unity.**

**Lamar Alexander**