

CULTURAL COMPETENCE ASSESSMENT– A PERSONAL EVALUATION

"Cultural Competence implies having the capacity to function effectively within the context of cultural beliefs, behaviors, and needs presented by consumers and their communities."

National Standards for Culturally and Linguistically
Appropriate Services in Healthcare
U.S. Department of Health and Human Services,
March 2001

Uniquely Designed By

Innovations International, Inc.
310 East 4500 South, Suite 420
Salt Lake City, Utah 84107
Tel: (801) 268-3313

Instructions

This Cultural Competency Survey is designed to have you learn how proficient you are in cross-cultural interpersonal dynamics. It includes questions relating to customers, co-workers, and other stakeholders.

The survey has a series of statements that ask you to indicate the extent to which you agree or disagree with each statement, as it applies to you.

There are no right or wrong answers. Respond to your perceptions and competencies of yourself based upon your experiences and the results you produce.

For each statement in the survey, you are asked to select a response on a scale (at top of each page) which ranges from 1 (Strongly Disagree) to 5 (Strongly Agree). If you are neutral (i.e., sometimes agree and sometimes disagree with a statement), or if you partly agree and partly disagree, then mark 3 (Neutral). If you feel that you are not able to respond to an item, please mark 6 (Don't Know).

The following is a list containing definitions of terms you will find in this survey.

Non-Western Culture	refers to those cultures that differ in values from North America (excluding Mexico), Western Europe, Australia, New Zealand, etc.
Ethnic-Minority Cultures	refers primarily to African American, Hispanic American, Asian American, and Native American groups.
Non-Western Spirituality	that which comes from within that drives day-to-day living; a way of being.
Cultural Transformation	the process of "letting go" of beliefs or values that prevent the delivery of high performance and business objectives.
Face	consideration of the dignity of others in public interactions.

Please indicate the extent to which you agree or disagree with each statement.

Respond to the following statements based upon your individual experience and/or behavior in leading, managing, or working with culturally different people.

Cultural Competence – A Personal Evaluation

Education – Knowledge of Other Cultures

1. I am knowledgeable of the needs and expectations of the various ethnic-minority cultures I work with.
2. I understand what is meant by spirituality from a non-Western perspective.
3. I understand the major characteristics of (and differences between) relationship and task oriented cultures.

Tolerance – Acceptance of Divergently Different Cultures

4. I am sensitive to social conditions of the community in terms of the healthcare needs of people we serve.
5. I believe that a holistic approach (mind, body, and spirit) to healthcare is vital to the long-term well-being of the people we serve.

Transformation – Willingness to let go of Non-Constructive Beliefs, Attitudes, and Values

6. I have experienced profound change in my beliefs/attitudes resulting from encountering divergently different people.
7. I am highly receptive to personal growth (transformation) when working with others in multicultural situations.
8. I am willing to work through in-depth personal issues where necessary to effectively serve culturally different clients.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know	Importance to your workplace performance			
	1	2	3	4	5	6	1	2	3	4
1. I am knowledgeable of the needs and expectations of the various ethnic-minority cultures I work with.										
2. I understand what is meant by spirituality from a non-Western perspective.										
3. I understand the major characteristics of (and differences between) relationship and task oriented cultures.										
4. I am sensitive to social conditions of the community in terms of the healthcare needs of people we serve.										
5. I believe that a holistic approach (mind, body, and spirit) to healthcare is vital to the long-term well-being of the people we serve.										
6. I have experienced profound change in my beliefs/attitudes resulting from encountering divergently different people.										
7. I am highly receptive to personal growth (transformation) when working with others in multicultural situations.										
8. I am willing to work through in-depth personal issues where necessary to effectively serve culturally different clients.										

Additional Comments: Item # _____

Please indicate the extent to which you agree or disagree with each statement.

Cultural Competence – A Personal Evaluation

Interpersonal Dynamics – Cross-Cultural Relationship, Communication, and Conflict Resolution

9. I am highly proficient in communicating with people whose cultural style is divergently different than my own.
10. I am sensitive to the differing cultural views of diverse people that influence their health-related decision making.
11. I am receptive to learning a second language where it affects my competency in delivering quality healthcare service with people who are not proficient in English.
12. I am sensitive to the cultural norms of others regarding "face," in working relationships.
13. In general, I believe others would rate the quality of my relationships with culturally different people as:

Excellent Very Good Average Fair Poor

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know	Importance to your workplace performance			
	1	2	3	4	5	6	1	2	3	4
9. I am highly proficient in communicating with people whose cultural style is divergently different than my own.										
10. I am sensitive to the differing cultural views of diverse people that influence their health-related decision making.										
11. I am receptive to learning a second language where it affects my competency in delivering quality healthcare service with people who are not proficient in English.										
12. I am sensitive to the cultural norms of others regarding "face," in working relationships.										
13. In general, I believe others would rate the quality of my relationships with culturally different people as:										

Additional Comments: Item # _____

Cultural Competence Assessment Evaluation

For each of the responses (1-24) on the previous pages, follow the instructions below to obtain a numerical score and personal assessment. Number of:

SA responses _____ x 5.0 = _____

A responses _____ x 4.0 = _____

N responses _____ x 3.0 = _____

S responses _____ x 2.0 = _____

SD responses _____ x 1.0 = _____

Total _____

Based upon your total score, the following designations apply:

<i>Excellent</i>	57-60
<i>Very Good</i>	53-56
<i>Average</i>	49-52
<i>Fair</i>	45-48
<i>Poor – Requires Cultural Competency Learning</i>	below 45