



Cultural Competency

Course objectives

Successful completion of this course will increase your knowledge and ability to:

- ✓ Identify the elements of cultural competence in the workplace
- ✓ Increase your understanding of your own cultural background and how it affects your perceptions and interpretations of other cultures
- ✓ Recognize the three dimensions of cultural awareness when interacting with other cultures
- ✓ Develop the skills needed to practice respectful and caring behavior toward culturally diverse individuals and groups
- ✓ Understand how values differ among cultures
- ✓ Identify different communication styles among diverse cultural groups
- ✓ Give and receive feedback in a caring, respectful way
- ✓ Adapt behaviors that support cultural competency and minimize behaviors that undermine it