



Cultural Competence

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Sample Cards

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You must make sure that workers with a scant knowledge of your language understand certain rules and regulations. You should:

- A. Post the rules in their language.
- B. Tell them the rules, then post them in both languages as a reminder.
- C. Periodically explain why certain regulations are important after you have both announced and posted them.

Click on your choice.





C, periodically explain why certain regulations are important after you have both announced and posted them, is the best practice. A assumes the workers are literate and normally learn by reading. B insures that they have heard and seen the rules, but they may seem irrelevant, frivolous or oppressive to workers of another culture who do not know what is important here.

If you chose the best answer, keep this card. If not, discard it.





The word "ethnocentric" describes the behavior of a person who:

- A. Thinks his or her own culture is the best and the only fully correct one.
- C. Is deeply involved in promoting ethnic culture, e.g., festivals, art, etc.
- C. Looks for an ethnic or cultural explanation for the behavior of others.

Click on your choice.





A. Thinks his or her own culture is the best and the only fully correct one. While the person deeply involved in promoting ethnic culture behaves ethnocentrically, understanding of and pride in one's own culture can go hand in hand with, and help develop respect and understanding of others.

If you chose the correct answer, keep this card. If not, discard it.



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In going to live or work abroad, you took the attitude of looking for what was to be found there instead of trying to replicate your back home lifestyle by looking for what was exotic in the new location or simply did not exist there.

How do you think, feel, or react to this situation? Tell your team, and then keep this card.





You violated what would be an unimportant rule in your own culture only to discover that this rule is taken far more seriously in the culture you are presently working in. Now you must pay the consequences of this mistake and have lost considerable credibility with your new colleagues.

How do you think, feel, or react to this situation? Tell your team, and then discard this card.





"People in Western Countries believe in the massive existence of Asians, but very few people in 'Asia' share this curious idea."

Benedict Anderson, US political scientist.

After reading this card aloud, any team member, including you, may comment on it. Keep this card.



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How would you deal with the thinking that says that victims by definition cannot be aggressors and which identifies oppressors as a specific group or class of people? Tell your team.

After you share any teammate who wishes to may briefly tell of a situation in which he or she felt victimized or labeled as an oppressor. Keep this card.





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