



# The Journey toward Cultural and Linguistic Competence

---

PRESENTERS NAME, TITLE

DATE

# Welcome

---

# Objectives

---

At the end of this discussion session participants will be able to:

Define what is cultural and linguistic competence (CLC)

Understand the principles of cultural and linguistic competence

Explain the Cultural Competence Continuum and how it applies to personal and organizational development, and work with diverse children, youth and families

Understand the importance of cultural and linguistic competence and the implications for effective service delivery

# Introductions

---

Participants find a partner (someone new to you)

Take 2 minutes to introduce yourself to each other

- Name, agency, occupation, one thing that someone would not know about you just by looking at you
- Introduce your partner to the group given the information that they shared with you (30 seconds each)

# Setting the Stage

---

Ground rules:


- Respect confidentiality
- Practice active listening
- Be willing to share, consider and demonstrate respect for different perspectives
- Limit the use of your gadgets/Keep on silent
- Engage actively in discussions

Any other ground rules?



# Check in time

---

1. How does culture impact your life (personally/professionally)?
  2. What does cultural and linguistic competence mean to you?
  3. What do you want to get out of the training?
- 

# Examining Culture and Defining Cultural and Linguistic Competence

---

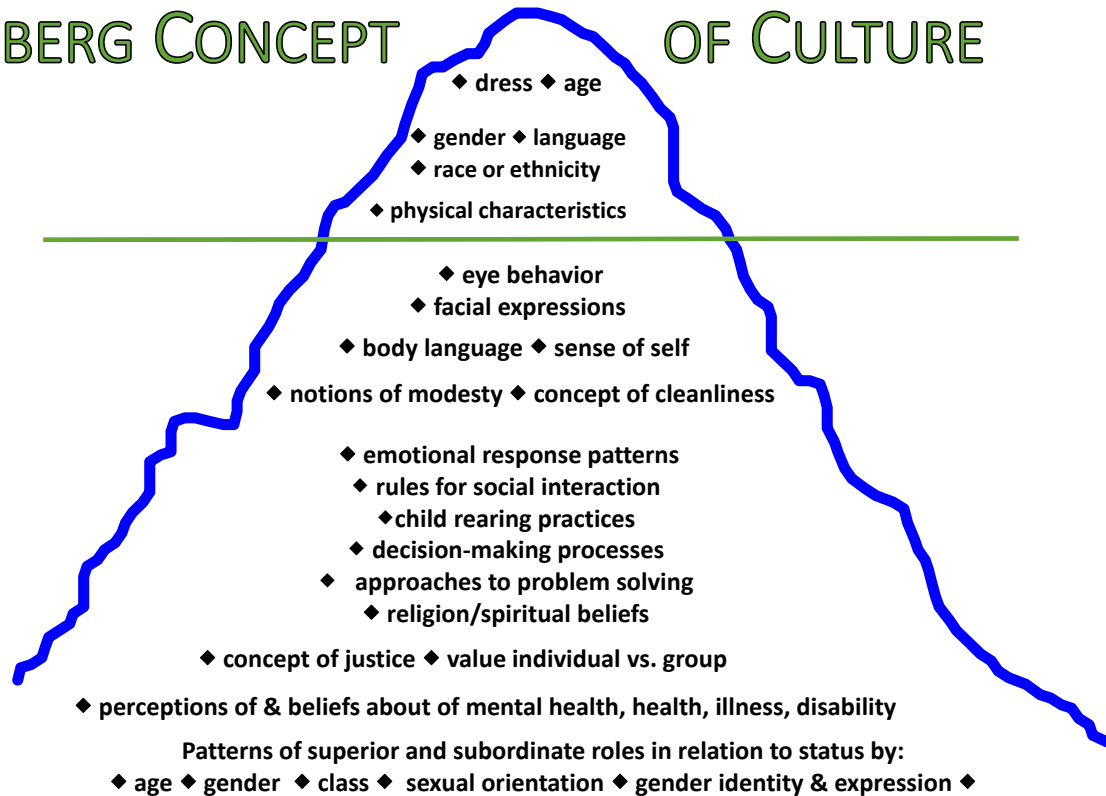
# What is culture

---

Shared patterns of human behavior that includes thoughts, communications, actions, customs, beliefs, values, habits and norms held by a group of people.



# ICEBERG CONCEPT OF CULTURE



# Cultural Awareness Self-Assessment

---

Individual exercise and group discussion



# Cultural and linguistic competence (proficiency)

---

The ability of services providers and organizations to understand and effectively respond to the cultural and linguistic needs brought by the children, youth and families to the service encounter.

# Cultural and linguistic competence

---

Cultural and linguistic competence requires organizations and their personnel to:

Value diversity

Assess themselves

Manage the dynamics of difference

Acquire and institutionalize cultural knowledge

Adapt to diversity and the cultural contexts of individuals and communities served

Adapted from: Cross, Bazron, Dennis, & Isaacs (1989); Isaacs & Benjamin (1991)



# Linguistic competence

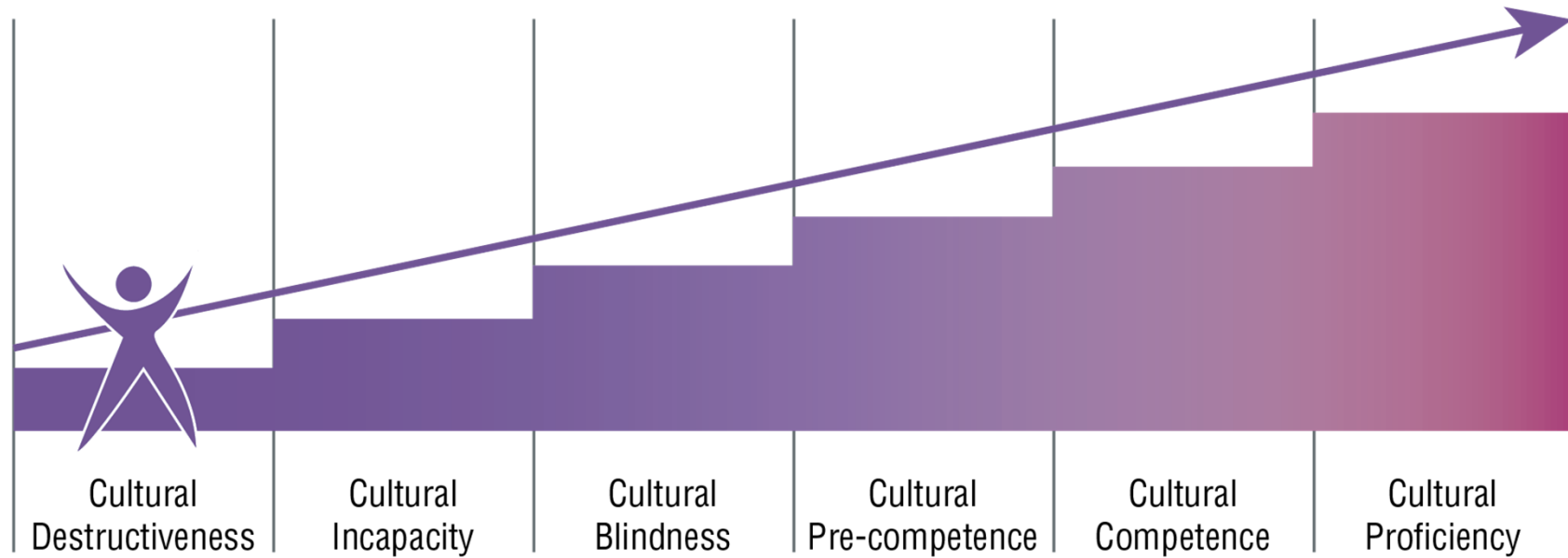
---

“The capacity of an organization and its personnel to communicate effectively, and convey information in a manner that is easily understood by diverse audiences including persons of limited English proficiency, those who have low literacy skills or are not literate, and individuals with disabilities.”

Source: Goode & Jones (2004)

# Journey Toward Cultural Proficiency

## Journey Towards Cultural Proficiency



# Organizational cultural competence

---

Cultural competence requires that organizations:

Have a defined set of values and principles, and demonstrate behaviors, attitude policies and structures that enable them work effectively cross-culturally.

Have the capacity to (1) value diversity, (2) conduct self-assessment, (3) manage the dynamics of difference, (4) acquire and institutionalize cultural knowledge, and (5) adapt to the diversity and cultural contexts of the individuals, families and communities they serve.

Incorporate the above in all aspects of policy making, administration, practice, service delivery and systematically involve consumers, families, and communities

# Individual Exercise – Handout 2

---

Think about your personal journey, where on the continuum are you personally.

Circle the stage that you think you are currently at.

Then, take a few minutes to think about and write down how you will move to the next level.

You will not be asked to share this information with the group.

Please keep this information as you will be asked to think about your personal action plan towards cultural and linguistic competence at the end of the discussion session.



# Cultural and Linguistic Competence in Practice

---



# Handout 3: Examples of what cultural and linguistic competence is and is not

---

Individual Exercise and Group Discussion



# Summary and Action Planning

---

---

Thank You!

