



PRACTICING CULTURAL COMPETENCE: SKILLS FOR CARE PROVIDERS

- ☺ **Self Awareness**
- ☺ **Cultural Knowledge**
- ☺ **Individual Focus and Attention**
- ☺ **Don't Assume!**
- ☺ **Ask questions – be interested**
- ☺ **Be respectful – what customs and traditions are important?**
- ☺ **Encourage the practice of traditions**
- ☺ **Involve the family**
- ☺ **Use an interpreter**
- ☺ **Ask about and negotiate the treatment/care plan**
- ☺ **Listen carefully**
- ☺ **Consider non-verbal communication as Dr. Bowman states**
“emotional control is not always indifference and emotional expression not always hysteria”
- ☺ **Maintain Adaptability and Flexibility**

Sources: Bowman: Dr. K. “Cross cultural Considerations” presentation to Fraser Health Nov. 2004
Victoria Hospice Society et al TRANSITIONS...2003, Health Profession Press