CULTURAL COMPETENCY TOOL 1: BASIC GUIDELINES TO CULTURAL
COMPETENCY

BASIC GUIDELINES TO CULTURAL COMPENTCY[1]

The following guidelines might be useful, especially if you are new to the organization.

1. Be aware of your personal biases, style, preferences, lens and focus.
This is critically important for successful leadership in any type of culture. You make a
major difference in your organization, whether you know it or not, just by exposing it to
your own nature and style of working. Thus, you need to understand your nature.

2. Realize that each part of an organization probably has a unique culture.
For example, the secretarial staff might interact with each other in a manner quite
different from that of the marketing staff. In larger organizations, there are often several
differences, for example, between senior management and support staff.

3. Promptly convey to employees that you want to be sensitive to their culture.
You should start in your first interaction with them. State that you recognize that different
people might work differently depending on their own personalities and the culture of the
overall organization. Ask them how you can understand the nature of their organization.

4. Consider getting a mentor, or representative, from the organization.
Attempt to get someone from the organization to help you understand their culture and
how to work in a manner compatible with the culture of the organization. This request is
not a sign of weakness or lack of expertise; rather it is an authentic request that better
serves you and your employees.

For more information:

McNamara, Carter. (n.d.) *How to value multi-cultural and diverse organizations.*
Retrieved from Free Management Library:
http://managementhelp.org/interpersonal/multicultural-diversity.htm

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[1]Cultural competency tool borrowed directly from http://managementhelp.org/interpersonal/multicultural-diversity.htm