



Building Consultation Skills: Cultural Competence and Communication Skills



Cultural Competence and Communication Skills

- Your Name
- Agency
- Date



Training Objectives

- Define cultural competence
- Learn about strategies for building cultural competency in child care settings
- Identify components of effective communication with diverse audiences



Opening Activity

Why is cultural competence important in the child care setting?

An early childhood system must address the culturally diverse needs of all children if it is to be effective.

(National Center for Infant and Early Childhood Health Policy, 2004)



What is Culture?

“a system of shared beliefs, values, customs, behaviors and artifacts that members of society use to cope with their worlds and with one another, and that are transmitted from generation to generation”

(Bates and Plog, 1980)



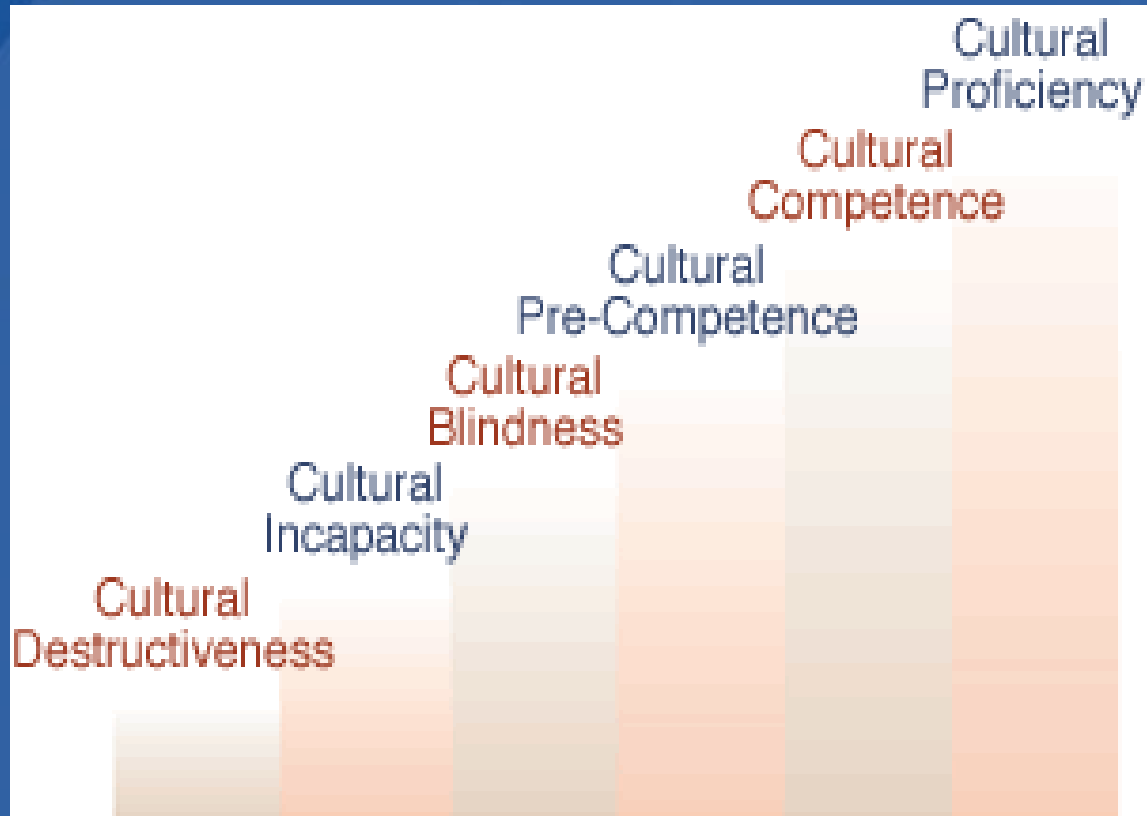
What is Cultural Competence?

- Values
- Knowledge
- Behavior
- Skills

Always room for growth!



Cultural Competence Continuum



(Goode, 2004)



Build Cultural Self-Awareness

Key principles for individuals:

1. Reflect
2. Revise
3. Respect



Strategies

Key principles for facilities:

1. Value diversity
2. Capacity for self-assessment
3. Consciousness of cultural dynamics
4. Institutionalize knowledge
5. Adapt programs (MCHB, 2005)



Honor Health Beliefs

- Health Beliefs relate to causes, treatment, and prevention of sickness and injury.
- Impact education, child development, mental health.



(USDA, 2006)



Promote Family-Centered Care

- Definition of “family” differs
- Use satisfaction surveys with families
- Ask child care staff how they feel
- Involve families
- Negotiate with families
- Refer to community resources

(Adapted from MCHB, 2005;
Sareen, et. al., 2004)



Activity: Case Scenario

What would you do?

Consider:

- Health policies and regulations
- Family's health beliefs
- What is needed on both sides



What the CCHC Should Know: Linguistic Competence

What is Linguistic Competence?

- The ability to communicate sensitively with a diverse audience.
- Includes good communication skills and cultural competency.



Active Listening Skills

- Attentive
- Non-evaluative
- Non-judgmental
- Convey understanding
- Respectful feedback

(Adapted from Palsha et al., 1997)



Communication Barriers

Bias, stereotyping, and derogatory communication

Two Skills:

1. Monitor verbal and non-verbal communication.
2. Intervene appropriately.



Activity : Communication Skills

Active Listening and Communication Barriers



Action Items for the CCHC

- Engage in self-assessment
- Learn about other cultures, especially health beliefs
- Be sensitive
- Adapt programs, policies, and curricula
- Promote family-centered care



Action Items for the CCHC

- Practice culturally-competent communication
- Assist child care staff
- Apply values and skills of competency to all aspects of the consultation process



Learning Assessment

- List one new thing you learned during this presentation.
- List one strategy for changing attitudes about culture.



Activity: Evaluation

Please take a few minutes
to complete the evaluation.

