

Characteristics of the Culturally Skilled Person in Organizations

Beliefs/Attitudes (Feelings)

- One who has moved from being culturally unaware to being aware and sensitive to his/her own cultural heritage and to valuing and respecting differences.
- Aware of his/her own values and biases and how they may affect others.
- One who is comfortable with differences as well as similarities that exist between employees/clients in terms of race/culture and beliefs.
- Sensitive to circumstances (e.g. personal biases, stages of ethnic identity, socio-political influences) which may indicate that an employee/client might prefer to talk about concerns raised in the workplace with a member of his/her own race, culture, gender or other variable.

Knowledge (Thinking)

- Will have a good understanding of the sociopolitical system's operation in the United States with respect to its treatment of people of color, women and other target groups.
- Must possess or seek out specific knowledge and information about the particular group with whom s/he is working.
- Is aware of institutional barriers that prevent people of color, women and other target groups from having equal access to positions of power and authority within organizations.

Skill (Behavior)

- Able to generate a wide variety of verbal and nonverbal responses.
- Able to send and receive both verbal and nonverbal messages accurately and appropriately.
- Able to initiate or support institutional intervention skills on behalf of target group members when appropriate.
- Able to engage with others (particularly those in target groups) in order to understand how the impact of one's words/actions may be different from the intention.
- Able to appreciate and utilize ideas or perspectives that may be different from "the norm" and creates opportunities for these to be included.
- Able to initiate or support institutional intervention skills on behalf of target group members when appropriate.