

# Reaching New Heights In Cultural Proficiency



Hector Campos

[hcampos@cardeaservices.org](mailto:hcampos@cardeaservices.org)

[www.cardeaservices.org](http://www.cardeaservices.org)



## So What, Now What?

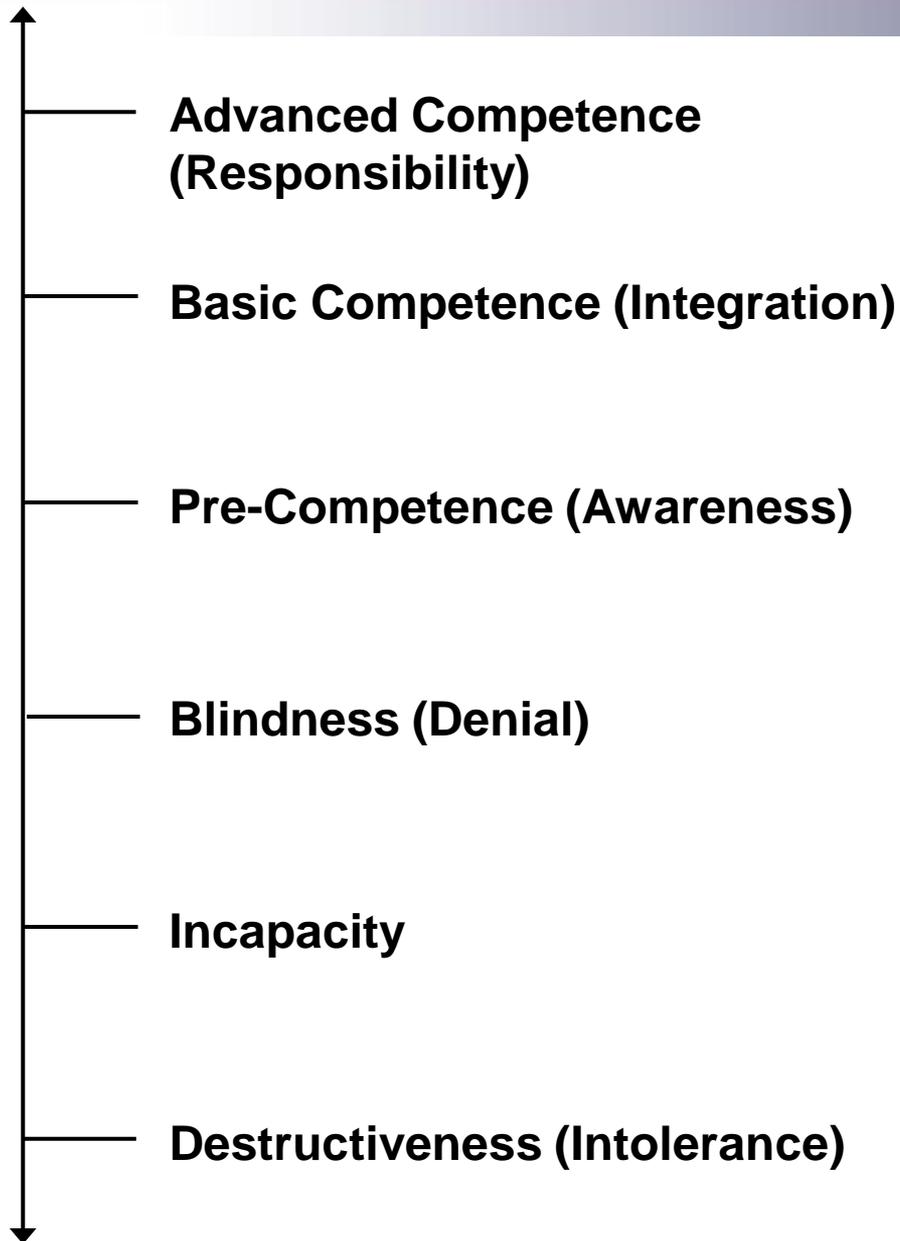
- Identify how you will implement the knowledge gained to enhance cross cultural interactions
- Explain the process to individual and organizational cultural competence

# Next Steps

- 🌍 Name 3 things you already to enhance cross cultural interactions.
- 🌍 Name 3 significant things you will implement to increase your culture competence.

# Next Steps

- Name 3 people you who can support your efforts to be more culturally competent.
- Name 3 sources for additional information about culture and cultural competence.



## Cultural Competency Continuum

# Steps to Building Cultural Capacity

- Understand/articulate your cultural identity
  - Learn about and appreciate other cultures
  - Develop a plan and process to increase your personal and professional cultural capacity
  - Understand the dynamics of power and privilege in the context of working with diverse communities
-

# Steps to Building Cultural Capacity

- Create a culturally proficient workplace by developing culturally inclusive policies and processes that build cultural capacity
-

# Components of Systems Assessment



# Steps in the Assessment Process

- Meet with the organization's leaders
  - Collect data and documents
  - Conduct a management assessment
  - Conduct staff, volunteer client surveys
  - Conduct a community assessment
  - Review results and implement action planning process
-

# Power of a *Systems Approach*

- Moves beyond cultural proficiency training for board, staff and volunteers
- Focuses on organizational components that impact cultural proficiency
- Promotes ongoing assessment and planning for action



# How to Enhance Innovation

Vision + Skills + Incentives +  
Resources + Action Plan =

Motivated/Change

---

## How to Enhance Innovation

Vision → Skills → Incentives → Resources → Action Plan = Motivated/Change

### What happens when an element is missing?

[No Vision] → Skills → Incentives → Resources → Action Plan = Confusion/Drudgery

Vision → [No Skills] → Incentives → Resources → Action Plan = Anxiety/Failure

Vision → Skills → [No Incentives] → Resources → Action Plan = Unmotivated/Slow change

Vision → Skills → Incentives → [No Resources] → Action Plan = Frustration/Limited or no change

Vision → Skills → Incentives → Resources → [No Action Plan] = Uncertain/False starts

## Video - Key concepts

- Believe it and you'll see it.
  - Recognize abundance.
  - Look for possibilities.
  - Unleash your energy to fix what's wrong.
-

# Video Key Points

- Ride the changes
  - Take yourself to the edge
  - Be your best for the world
-

# Ride The Changes

- Realize that change is possibility
  - Learn to live with uncertainty, yet act with confidence
  - Challenge the order in your life
-

# Take Yourself To The Edge

- Trust yourself and create your own future
  - Follow your edge wherever it goes
  - Move beyond your best
-

# Be Your Best For The World

- Act with service and grace
  - Make a contribution through action
  - Talk about your successes to discover your dreams
-

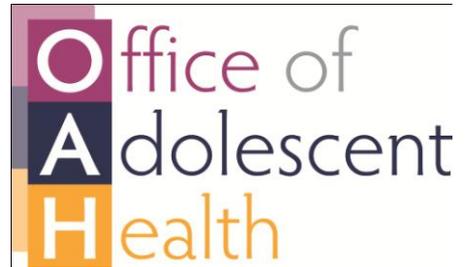


# Resources

[www.aspeninstitute.org](http://www.aspeninstitute.org)

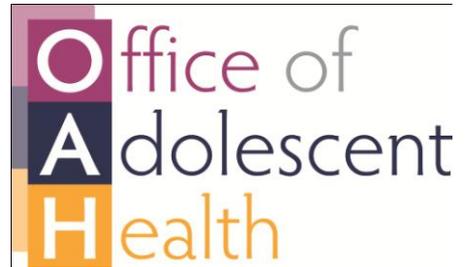
[www.ncbi.org](http://www.ncbi.org)

[www.cardeaservices.org](http://www.cardeaservices.org)



**Culture can be vibrant and loud or sometimes quiet and subtle, but it is always there, shaping the ways in which we view the world.**

**~ Mona Lake Jones ~**



Hector J. Campos



[hcampos@cardeaservices.org](mailto:hcampos@cardeaservices.org)

[www.cardeaservices.org](http://www.cardeaservices.org)

Thank you!