

SUNY Fredonia
Cultural Competency Training
Agenda

- Defining cultural competency and ethnocentrism
- Steps to becoming culturally competent (Cultural Knowledge, Cultural Sensitivity, and then Cultural Competency)
- Cultural intervening factors: Educational level, income level, geographic residence, identification with community groups (e.g. religious, professional, community service, political), individual experiences, place of birth, length of residency in the US, age
- Characteristics of a culturally competent program
- Challenges to becoming culturally competent (Lack of knowledge, self-protection/denial, fear of the unknown or the new, feeling of pressure due to time constraints)
- Communication barriers and strategies to address them:
Verbal communication: Language barrier, dialect, tone of voice, style of speech, formality, expression of feelings, religious references, compliments and apologies, assertiveness, etc...
Social norms and non verbal communication: Greetings, gestures, eye contact, touching, personal space, power distance, decision making, gender role, fate and responsibility, respect of time, individuality and privacy, face and face saving, cultural taboos, etc....
- How to work effectively with an interpreter

Methodology:

- Presentation and interactive discussion of the topics
- Activities
- Questions and Answers



International Institute of Buffalo
Western New Yorkers Embracing the World

May Shogan,

Director of International Exchanges
and Educational Programs

864 Delaware Avenue, Buffalo, NY 14209

Phone: (716) 883-1900 ext 321

mshogan@iib@iibuff.org WWW.IIBUFF.ORG