# The Dilemmas of Cultural Competence



EDUCATION

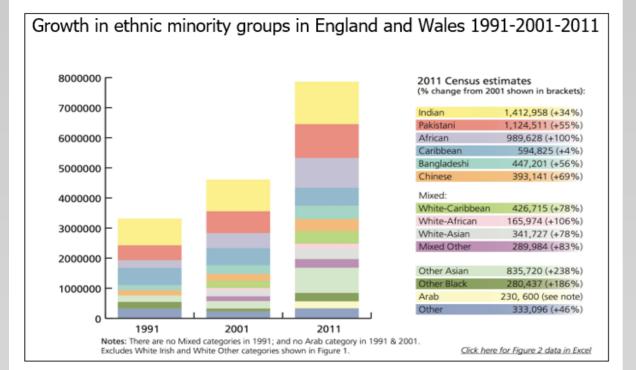
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### Introduction

The population of England and Wales is continuously growing and has become more ethnically diverse in the last twenty years. One in five people identify with an ethnicity other than White British.

Figure 1



With an ever-increasing diverse population, it is imperative to understand culture and the implications that surround it. Culture has an impact on services whether from the perspective of the service user or the practitioner.

Culture impacts the way we act, how we live and can influence how we interoperated the world around us. How differences is viewed, accepted and adjusted for is significant in social care.

#### **Results of Thematic Analysis** Needs to reflect on approach Lack of specialised education Figure 2 • Cultural humility can be taught HUMILITY Lack of immersion opportunities Semantic appeal Understanding of entrenched power relations Appreciation of difference Cultural competence training should be compulsory Already embedded in AOP Cultural competence should be the foundation of practice **REFLECTIVE** KNOWLEDGE **PRACTICE** Promotes social justice Journey not destination **Ethical** Put to use/ act upon Needed Ambiguous Constructive Cultural awareness KNOWLEDGE / EDUCATION Self critique Complex to understand Confronts bias Deep and critical Reveals awareness CC not natural/ knowledge needed Reflexive practice Structural inequalities and health **CULTURAL** Individual and political disparities **COMPETENCE** Fundamental VALUES AND Underpins practice **ETHICS** Learn from service user Respect for difference is key Anti-oppressive practice (AOP) Respective norms of all cultures CRITICISMS Conflict or contradict with cultural competence Conflicts of statutory responsibility and cultural practices Ideological Policy Major flaws ORGANISATIONAL Training Uncertain definition **CONTEXTS** Change needed Much to accomplish Impact on practice Ambiguities and limitations Structural oppression Does not address differences Can perpetuate injustice Lacks conceptual clarity and framework Disparity in service delivery

#### Differences between cultural competence and cultural humility

Controversies: implementation, process and effectiveness

Attributes	Cultural Competence	Cultural Humility
View of culture	<ul> <li>Group traits</li> <li>Group label associates group with a list of traditional traits and practices</li> <li>De-contextualized</li> </ul>	<ul> <li>Unique to individuals</li> <li>Originates from multiple contributions from different sources</li> <li>Can be fluid and change based on context</li> </ul>
Culture definition	Minorities of ethnic and racial groups	Different combinations of ethnicity, race, age, income, education, sexual orientation, class, abilities, faith and more
Traditions	Immigrants and minorities follow traditions	Everyone follows traditions
Context	Majority is the normal; other cultures are the different ones	Power differences exist and must be recognised and minimised
Results	Promotion of stereotyping	Promotion of respect
Focus	Differences based on group identity and group boundaries	Individual focus of not only the other but also of the self
Process	A defined course or curriculum to highlight differences	An ongoing life process Making bias explicit
Endpoint	Competence/expertise	Flexibility / humility
Figure 3		

#### Recommendations

- A move from cultural competence to that of cultural humility is needed.
- Further research on the concept of cultural competence and cultural humility from the perspective of the service user and organisational context.
- A unified framework and understanding need to be established.
- A specialised compulsory curriculum with frequent cultural humility training for practitioners.
- Cross-cultural immersion opportunities

### **Cycle of Themes** education CULTURAL context COMPETENCE practice

Figure 4

#### References

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Structural factors impact service delivery

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- Figure 2: Themes that came from the thematic analysis. Images copyright free. Figure 3: Yeager, KA., and Bauer-Wu, S. (2013) 'Cultural humility: essential foundation for clinical researchers'.
- Applied Nursing Research, 26, pp. 251-256.
- Figure 4: Cycle of themes that came from research. Images copyright free.

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