

Cultural
Competency
Cue Cards™



Cultural Competency Cue Cards Samples

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Cue Cards™



Food & Diet

What foods do you not eat, dislike, avoid or prefer not to eat? Share about why you do not eat these foods.

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Food & Diet

When people come to your home, do you greet them with food? Do you accept food from others when visiting their home?

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Communication

What is a comfortable physical distance between you and I during a conversation?

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Communication

Language
How can I improve my communicate with you? *Talking slower, more clearly, louder, using a different language or dialect?*

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Values & Norms

Respect Culture

What are cultural traditions or norms that you have that would help me respect you, your home, and your family?

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Values & Norms

Decision Making

Who is typically involved in making important decisions about you and your family? What do you need from me when during decision making processes?

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Conflicts

If I notice or observe something that might be concerning to me, how should I bring it up to you in a respectful way?

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Conflicts

What do you need from me when we need to have a serious, emotional, or difficult **meeting (or conversation)** about you (or your loved ones)?

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Relationships

Trust
Do you automatically give trust to others? Is trust something that needs to be earned? If so, can I earn your trust?

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Relationships

Support

What do you think I should know about you, your family, or your culture that would ____ ?
(Help us work better together **OR** help me coordinate services for you, **OR** better understand you.)

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Values/ Needs Exploration

Step 1 - Mention The Why - Remember Context! Why are you having this conversation? Make sure to mention why you are having this conversation or meeting and why it is important to your working relationship.

Step 2 - Ask Questions

Choose 2-3 questions to gather information about the individual's needs and background. Remember to be clear about the **context** for which you are asking OR **Choose 2-3 Cultural Competency Cue Cards that are related to cultural values that you need to discuss.**

1. Could you share one or two things that you need from me to make our interactions more productive and comfortable for you
 2. What aspects of your personal or cultural background do you think are important for me to understand in order to serve or support you more effectively (or work with you on this project)?
 3. Can you describe any particularly positive or challenging experiences you've had with previous coordinators or supervisors that could guide me in supporting you better?"
 4. How do you prefer to receive feedback or suggestions, and are there any cultural or personal considerations I should keep in mind?
 5. In what ways can I adapt my approach to better align with your working or communication style?
 6. You mentioned [value] being important to you, what can I say or do to demonstrate this value to you that I am not currently doing?
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Step 3 - Get Clarity

Ask clarifying questions to better understand needs that may be unclear or contradictory. The goal is that you have a list of working norms to frame your upcoming conversations, and this can only be done if you have clear, objective needs that do not contradict one another.

Use the **clarifying questions** below to better understand each other's needs and the sentence starters to begin exploring how you can come to a compromise:

- What do you mean by....
 - Can you clarify how you define....
 - Can you give me an example of what that would look like for you?
 - You said you need and I need....Which are opposite to each other. Let's talk about how we can compromise, if possible (and appropriate)
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Step 4 - Create Agreements or Set Expectations

Once you have clarified your needs, summarize the needs, values, and norms that everyone has discussed and make sure they are agreeable to everyone. At the beginning of future meetings, you can review your agreements and expectations together, and refer back to these agreements if a problem, concern or challenge comes up.