



**CULTURAL COMPETENCE QUIZ**

Score \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_

1)            True            False

In being culturally sensitive, you must change your own belief system to agree with another cultural group. You must accept their way as being the correct way of doing things.

2)            True            False

Although many cultures believe it shows respect to look a person in the eyes, other cultures feel it is rude and disrespectful.

3)            True            False

Cultural competence involves being able to work effectively with people from other cultures, races, ethnicities, and backgrounds in a way that values those things that make us similar, but doesn't acknowledge the differences.

4) One way that we should *not* learn about other cultures is through:

- a. Learning factual information about other cultures and their histories
- b. Stereotypes that you may hear about other cultures from family, friends and the media
- c. Attending cultural events in the community
- d. Talking to people from different cultures to learn from them

5)            True            False

If you are trying to build a therapeutic relationship with a customer, use slang words and dress in the traditional apparel of his or her culture. This will show that you trying to fit in and be just like them.

6) True False

If you are both part of the same cultural group, it is okay to assume that your customer has the same values, likes, beliefs and traditions as you.

7) When considering intercultural communication:

- a. Keeping a distance of one foot is acceptable in American culture
- b. Women are equal to men in all aspects of modern society
- c. Shaking someone's hand is a welcome gesture in social situations
- d. What is considered rude in one culture may be considered appropriate in another culture

8) True False

It is important to find out what respect looks like to the family and individual you are working with. We all have different ways in which we feel we are being "respected".

9) True False

It is important that I support the culturally-relevant choices and decisions my customer makes, as long as safety and health are not at risk. I do not have to agree with those choices.

10) In maintaining professionalism, avoid:

- a. Using language that is easy to understand
- b. Judging people who are different
- c. Smiling and being friendly
- d. Asking the customer and family how they want to be addressed