

CULTURAL COMPETENCY TRAINING AS AN APPROACH TO VALUING DIVERSE CULTURAL KNOWLEDGE & WAYS OF UNDERSTANDING

Cultural Competence

- Nebulous definition
- "...set of behaviours, attitudes & policies..."
Cross et al.
- Healthcare, business, education & social science

Approaches to cultural competency training

- Training methods vary in length from 1 hour to a course of several months
- Online, classroom, incl. group work, videos, self-reflection, cases studies, cultural experiences, tangible examples and sharing of experiences;

Outcomes of cultural competency training

- Improvement in confidence, knowledge, understanding and communication skills
- Enhanced cross cultural collaboration
- Promotion of diversity & inclusion
- No evidence to suggest a particular training method to be more effective than another

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LIGHTNING TALK

References

Frawley, J., Russell, G., Sherwood, J., (2020). *Cultural Competence and the Higher Education Sector - Australian Perspectives, Policies and Practice*. Springer, <https://doi.org/10.1007/978-981-15-5362-2>