



# CULTURAL SENSITIVITY AND INTERCULTURAL COMPETENCE

## INFOGRAPHIC

### 1 WHAT DOES IT MEAN?

Cultural sensitivity means you don't believe one culture is superior to another. You recognize differences without assigning a specific value to anyone's culture.



### 2 WHY IS IT IMPORTANT?

- 1. Increases respect and mutual understanding among those involved.
- 2. Increases creativity in problem-solving through new perspectives.
- 3. Increases involvement of other cultural groups alongside the trust and cooperation.



### 3 LEVELS OF CULTURAL AWARENESS

- 1. Cultural knowledge.
- 2. Cultural awareness.
- 3. Cultural sensitivity.
- 4. Cultural competence.



### 4

### MAKE YOUR OWN CONTRIBUTION

- 1. Increase employees' knowledge of cultural differences with seminars, workshops etc.
- 2. Identify the situations where cultural knowledge is important and provide the skills and training necessary to thrive in these situations.



- 3. Directly engage into cross-cultural experiences to continue developing the skills.



### 5 HOW TO RAISE CULTURAL COMPETENCE?

- 1. Recognizing the power and influence of culture, and that most organisations were constructed according to white supremacist culture.
- 2. Understanding how each of our backgrounds affects our responsibilities.
- 3. Not assuming that all members of cultural groups share the same beliefs and practices.
- 4. Acknowledging how past experiences affect present interactions

