

Regulatory Competencies

Conduct Competency: Cultural Awareness

Description: The ability to recognise cultural differences between individuals and organisations and to identify how these effect interaction and communication, using this to produce positive results.

Knowledge

Has knowledge of the history and social structure of the relevant OT and understands the relationship between the Overseas Territories (OTs) and the UK.

Understands the concept of cultural awareness and the potential for conflict arising from cultural differences.

Skills (S) and Behaviours (B)

Demonstrates awareness and understanding of own cultural values and unstated assumptions and their effect on professional and personal relationships.(B)

Demonstrates a positive attitude towards people with different cultural backgrounds; accepting behaviour that is different from own and finding a positive way to work to deliver the desired outcome. (B)

Demonstrates awareness of problems that may arise in communicating with other cultures.(B)

Applies cultural awareness knowledge to solve problems by valuing and using constructively the cultural differences which exist. (S)

Persons to whom this applies:

All staff