



CULTURAL COMPETENCY COMMUNICATION ASSESSMENT

To assess how hard you will have to work to communicate in the multicultural workplace, rate your responses to the statements below. Use a scale of 1 to 5 to rate how strongly you agree with the statements, 1 being low agreement and 5 being high. If you score less than 3 for any item, think of ways you can improve your communication.

Assessment Items	1	2	3	4	5
I speak audibly and distinctly.					
I use a speech rate and style that promotes understanding and demonstrates respect for the client.					
I use short sentences, emphasizing one point or asking one question at a time.					
I use simple words and avoid jargon or slang.					
I listen as much as I speak; I do not interrupt.					
I allow extra time to communicate with someone whose first language is not mine.					
I ask victims how they would prefer to be addressed					
I allow victims and their family members to choose their own seating for comfortable personal space and eye contact.					
I avoid body language that may be offensive or misunderstood, such as sitting too close or looking directly into someone's eyes.					
I speak directly to the victim, even when using an interpreter.					
I respect silence and do not fill every gap in communications.					
I use open-ended questions or questions phrased in several ways to obtain information.					
I consider the effect of cultural differences on messages being transmitted and I check my assumptions.					
When experiencing frustration or sensing conflict in a cross-cultural situation, I ask myself, "What's really going on here?"					
I adapt my style to the demands of a situation.					
I appreciate different ways of communicating.					
I do not judge people on their accents or language fluency.					
I use the telephone judiciously.					
I try to be open and direct in giving feedback.					
I make an effort to talk about differences. I try to include people in discussions that affect them.					
I never make ethnic jokes, and I object when others do.					
I never make remarks that are "hot buttons" for women, minorities, or any other group.					