

Culturally Competent Organizations:

- Have a defined set of values and principles
- Value diversity
- Have the capacity to conduct self-assessment
- Are conscious of the dynamics inherent when cultures interact
- Have institutionalized culture knowledge
- Have developed adaptations to service delivery reflecting an understanding of cultural diversity

- *National Center for Cultural Competence (NCCC)*

Six Dimensions of Multicultural Supervision

1. Supervisor-focused personal development
2. Family support professional-focused personal development
3. Conceptualization
4. Skills
5. Process
6. Outcome/evaluation



Keys to Providing Developmentally Responsive Supervision

- Assign new staff members fewer cases and have them shadow other staff. Provide guidance when they seem uncertain.
- Shadow new and experienced staff members in a variety of situations, giving immediate, strength-based feedback.
- Compare your documentation from a shadowed visit to the family support professional's documentation. Remember, your ability to provide quality supervision is dependent on complete and accurate documentation from the family support professional.
- Assign cases based on family support professional's developmental level and skill, rather than on a rotation basis.
- Allow more autonomy for staff who have shown a certain level of mastery.
- Allow your staff to review you as a supervisor and be responsive to their feedback.

Tips for Dealing with Performance Issues:

- Identify and determine the source of performance issues early.
- Is the performance problem related to job stress or factors outside the job?
- Are the presenting performance issues symptoms of a larger, underlying problem?
- Does the issue stem from a lack of understanding of the staff person's role? Would clarification of their role solve the problem?
- Are your expectations clear and in writing? Is the problem your lack of communication about such expectations?

Resources

Chapter 1: Welcome

- Welcome – [Video](#)

Chapter 2: Defining Cultural Competency

- What is Cultural Competence? – [Handout](#)
- Where Does My Organization Stand? – [Handout](#)
- Introduction to Cultural Competence, Fairfax County, VA Public Schools – [Video](#) and [Transcript](#)
- Defining Cultural Competence, Fairfax County, VA Public Schools – [Video](#) and [Transcript](#)

Chapter 3: The Importance of Cultural Competence

- The Importance of Cultural Competence, Fairfax County, VA Public Schools – [Video](#) and [Transcript](#)
- The Four Stages of Cultural Competence, Fairfax County, VA Public Schools – [Video](#) and [Transcript](#)
- Daily Demonstrations of Cultural Competence, Fairfax County, VA Public Schools – [Video Part 1](#), [Video Part 2](#) and [Transcript](#)
- The Next Steps, Fairfax County, VA Public Schools, Fairfax County, VA Public Schools - [Video Part 1](#), [Video Part 2](#) and [Transcript](#)
- Culturally Competent Guiding Values and Principles - [Handout](#)

Chapter 5: Cultural Competence and Multiculturalism

- Discussing Multiculturalism With Your Team - [Video](#)
- Conducting a Cultural Competence Assessment – [Handout](#)
- Cultural Competence Self-Assessment – [Handout](#)
- Six Dimensions of Multicultural Supervision - [Handout](#)
- Cultural Relativism Scenarios 1 and 2 - [Transcripts](#)
 - Scenario #1 – [Video](#)
 - Scenario #2, Part 1 – [Video](#)
 - Scenario #2, Part 2 – [Video](#)

Chapter 5 Developmentally Responsive Supervision

- Determining Your Staff's Developmental Level – [Handout](#)
- Keys to Providing Developmentally Responsive Supervision – [Handout](#)
- Developmentally Responsive Supervision Case Scenario – [Handout](#)
- Counseling Impaired Staff – [Handout](#)
- Addressing Performance Issues Crossword Puzzle - [Handout](#)