

Personal Competencies

The following competencies have been identified by researchers as most important for effective multicultural relationships. Each of the competencies is, to some degree, interrelated with the others, but each is important on its own as well.

Directions: Mark each item "Y" = "Yes" if you feel you have good skill in that competency, "N" = "No" if you feel your skills are lacking or need substantial improvement, and "S" = "Some" if you feel you have some skill in that competency.

- ___ 1. **Personalizing Observations:** Being able to recognize and accept that perceptions may not be shared by others; knowing and accepting that "my way is not the only way;" use "I" not "you" messages.
- ___ 2. **Paying Attention to Your Feelings:** Being able to self-reflect on one's thoughts, feelings, and stress level in order to stay grounded in situations.
- ___ 3. **Managing Personal Biases and Stereotypes:** Being able to treat people as individuals; recognizing that everyone belongs to many groups.
- ___ 4. **Being Non-Judgmental:** Being able to stop one's tendency to negatively judge others who are different.
- ___ 5. **Listening Carefully:** Being able to pay close attention to what is being said both verbally and nonverbally.
- ___ 6. **Observing Attentively:** Being able to watch and make mental notes of behavioral patterns of others in order to understand the meaning of behavior (e.g., nonverbal messages).
- ___ 7. **Assuming Complexity:** Being able to assume and perceive a range of alternatives in situations; to recognize that multiple perspectives and outcomes exist.
- ___ 8. **Tolerating Ambiguity and Uncertainty:** Being able to respond to unpredictable situations without getting stressed or disagreeable.
- ___ 9. **Being Flexible:** Being able to readjust quickly and effectively to changing situations.
- ___ 10. **Having Patience:** Being able to stay calm, stable, and persistent in trying situations.
- ___ 11. **Being Resourceful:** Being able to respond skillfully and promptly in new, uncertain situations; seeking information about the cultures of those with whom you interact.
- ___ 12. **Having a Sense of Humor:** Being able to laugh at oneself and with, not at, others; finding humor in the ironies of life.

- ____ 13. **Showing Respect:** Being able to behave in a respectful manner toward others who are different.
- ____ 14. **Displaying Empathy:** Being able to vicariously feel the thoughts, attitudes, and experiences of another which results from respecting and interacting with diverse others.

(Adapted from Garcia, 1990)