

## **Worksheet 2.3**

### **Cross Model of Cultural Competence**

Terry Cross's model of cultural competence describes six stages of competence at the organizational level. Cross developed this model in the late 1980's and it remains relevant and useful. There are also other modules of cultural competency.

**Stage 1: Cultural Destructiveness.** Individuals in this stage:

- View culture as a problem.
- Believe that if culture can be suppressed or destroyed, people will be better off.
- Believe that people should be more like the "mainstream."
- Assume that one culture is superior and should eradicate "lesser" cultures.

**Stage 2: Cultural Incapacity.** Individuals in this stage:

- Lack cultural awareness and skills.
- May have been raised in a homogeneous society. Within their insular societies, they often have been taught to behave in certain ways and have never questioned these ways.
- Believe in racial superiority of a dominant group. They tend to assume a paternalistic posture toward others.
- Maintain stereotypes.

**Stage 3: Cultural Melting Pot.** Individuals in this stage:

- See others in terms of their own culture and claim that all people are exactly alike.
- Believe that culture makes no difference. "We are all the same."
- Believe that all people should be treated in the same way regardless of race, etc.

**Stage 4: Cultural Precompetence.** Individuals in this stage:

- Recognize that there are cultural differences. They begin to educate themselves and others concerning these differences.
- Realize their shortcomings in interacting within a diverse environment.
- May become complacent in their efforts.

**Stage 5: Basic Cultural Competence.** Individuals in this stage:

- Accept, appreciate, and accommodate cultural differences.
- Value diversity and accept and respect differences.

