


Berkshire Immigrant Center

88 South Street, Pittsfield, MA 01201
Tel: (413) 445-4881, Fax: (413) 445-4802
Email: info@berkshireic.com

Cultural Competency 101

- ❖ Be open!
 - ❖ Be patient!
 - ❖ Be compassionate/empathetic!
 - ❖ Be willing to go the extra mile!
 - ❖ Be friendly (SMILE!) 
 - ❖ Be willing to work with advocates and other agencies to meet the needs of the individual!
 - ❖ Treat everyone as an individual!
 - ❖ Ask for help if needed!
 - ❖ Do not pass the buck!
 - ❖ Don't give up until you find a solution, (be solution oriented!)
 - ❖ Treat others as you would like to be treated, (or as you would hope your children would be treated in a foreign country!)
 - ❖ Know that an accent does not equal to being slow or having a hearing problem!
 - ❖ **Be Patient!**
 - ❖ **Be Compassionate/Empathetic!**
 - ❖ Be aware that cultural differences may be affecting the situation!
 - ❖ Know that there are never enough cultural differences to cancel out a connection between one human being and another!
 - ❖ Be flexible!
 - ❖ Cut the red tape!
 - ❖ Know that your work is important!
 - ❖ Know that helping others makes the world go around, (what goes around comes around!)
-