

# ***Task I: Communication and Cultural Competence***



- Customer Service (internal & external)
- Civil Rights & Sexual Harassment
- Cultural Competence
- Confidentiality
- Communication (verbal & nonverbal)

# List of Competency Evaluations for *Task I: Communication & Cultural Competence*

**Candidate's Name:** \_\_\_\_\_

<u>Competency</u>	<u>Participant Category</u>	<u>Page</u>	<u>Reviewer's Initials</u>	<u>Date Review Completed</u>
<b>Candidate Assessment:</b>	 <b>All Categories.....</b>	<b>1</b>	_____	_____
<b>Interview:</b>	 <b>All Categories.....</b>	<b>6</b>	_____	_____
<b>Observation:</b>	 <b>All Categories.....</b>	<b>15</b>	_____	_____

**Name & Title of Reviewer(s):**

*(Please Print)*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

 **(Email (as scanned document) or mail this completed page to the State WIC Program)**

## Task I: Communication and Cultural Competence

CANDIDATE ASSESSMENT: All Categories	Outcome/Notes
<p>1. There are two types of customers, internal and external. Give an example of an internal customer and an external customer.</p> <p>Internal: _____</p> <p>External: _____</p>	<p><input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span></p>
<p>2. Complete what the letters VERA represent and summarize the concept:</p> <p>V = _____</p> <p>E = _____</p> <p>R = _____</p> <p>A = _____</p>	<p><input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span></p>

## Task I: Communication and Cultural Competence

CANDIDATE ASSESSMENT: All Categories	Outcome/Notes	
3. List five things you can do to help a customer feel comfortable:  _____ _____ _____ _____ _____	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
4. Restate each phrase to be more helpful to a customer:	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
a. "This is not our policy"  _____ _____ _____	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
b. "You always forget your medical information."  _____ _____ _____	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
c. "You will have to talk to the dietitian."  _____ _____	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete

## Task I: Communication and Cultural Competence

CANDIDATE ASSESSMENT: All Categories	Outcome/Notes		
<p>5. Which of the following items can be elements of culture? Check (✓) all the correct answers:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Language or dialect  <input type="checkbox"/> Roles of women and men  <input type="checkbox"/> Money/class background  <input type="checkbox"/> Religious/spiritual practices  <input type="checkbox"/> Country of origin                 </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Foods  <input type="checkbox"/> Common beliefs  <input type="checkbox"/> Ethnic background  <input type="checkbox"/> Usual educational level                 </td> </tr> </table>	<input type="checkbox"/> Language or dialect <input type="checkbox"/> Roles of women and men <input type="checkbox"/> Money/class background <input type="checkbox"/> Religious/spiritual practices <input type="checkbox"/> Country of origin	<input type="checkbox"/> Foods <input type="checkbox"/> Common beliefs <input type="checkbox"/> Ethnic background <input type="checkbox"/> Usual educational level	<input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span>
<input type="checkbox"/> Language or dialect <input type="checkbox"/> Roles of women and men <input type="checkbox"/> Money/class background <input type="checkbox"/> Religious/spiritual practices <input type="checkbox"/> Country of origin	<input type="checkbox"/> Foods <input type="checkbox"/> Common beliefs <input type="checkbox"/> Ethnic background <input type="checkbox"/> Usual educational level		
<p>6. Name six specific areas for protected classes by USDA civil rights.</p> <p>_____</p> <p>_____</p> <p>_____</p>	<input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span>		
<p>7. List three ways your agency complies with the Civil Rights Act:</p> <p>_____</p> <p>_____</p> <p>_____</p>	<input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span>		

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CANDIDATE ASSESSMENT: All Categories	Outcome/Notes
8a. Why is confidentiality important?	<input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span>
8b. How is confidentiality maintained?	<input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span>

## Task I: Communication and Cultural Competence

CANDIDATE ASSESSMENT: All Categories	Outcome/Notes
<p>9. Give three examples of sexual harassment:</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p><input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span></p>
<p>10. What is your agency's policy on reporting Child Abuse?</p>	<p><input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span></p>
<p><b>CANDIDATE ASSESSMENT: All Categories</b> <span style="float: right;">Date:</span></p> <p><b>COMPLETED</b></p>	

## Task I: Communication and Cultural Competence

INTERVIEW: All Categories <i>(Reviewer asks the candidate)</i>	Outcome/Notes
<p>1. State five examples of bad customer service affecting teamwork.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p><input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span></p>
<p>2. How could you restate each of these examples to improve communication?</p> <p>a. "Do you understand I need some help right now?"</p>	<p><input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span></p>
<p>b. "We are way behind in our work; where were you anyway?"</p>	<p><input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span></p>
<p>c. "You were rude to the participant just now!"</p>	<p><input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span></p>
<p>d. "You always think you know everything!"</p>	<p><input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span></p>

## Task I: Communication and Cultural Competence

INTERVIEW: All Categories <i>(Reviewer asks the candidate)</i>	Outcome/Notes
<p>3. Think of a situation at work when a communication problem or disagreement between staff members was handled well.</p> <p>Without specifying names – what happened and why did it work well?</p>	<p><input type="checkbox"/> Incomplete <span style="float: right;"><input type="checkbox"/> Complete</span></p>

## Task I: Communication and Cultural Competence

INTERVIEW: All Categories <i>(Reviewer asks the candidate)</i>	Outcome/Notes	
<p>4. Case study:</p> <ul style="list-style-type: none"> <li>• Your co-worker, Annabelle, has been on the phone for 10 minutes on a personal call.</li> <li>• Lately, Annabelle has been having a lot of these long phone calls during working hours.</li> <li>• You are getting very busy at the front desk and you need Annabelle's help.</li> <li>• Annabelle has not looked up from her phone to see what is happening at the front desk.</li> <li>• You feel you are doing more than your share of the work.</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
<p>a. How would you handle this situation?</p>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
<p>b. How does Annabelle's behavior hurt your ability to:</p> <ul style="list-style-type: none"> <li>• Work as a team?</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
<ul style="list-style-type: none"> <li>• Give good customer service?</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete

## Task I: Communication and Cultural Competence

INTERVIEW: All Categories <i>(Reviewer asks the candidate)</i>	Outcome/Notes	
<p>5. Case study:</p> <ul style="list-style-type: none"> <li>• A 27-year-old woman participant comes in with a one-week-old infant.</li> <li>• She seems uncomfortable and very protective of the baby.</li> <li>• She seems very distracted when you start to talk to her about breastfeeding.</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
<p>a. How would you handle this situation, and why?</p>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
<p>b. How can cultural factors affect the way a participant feels about:</p> <ul style="list-style-type: none"> <li>• Touching an infant?</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
<ul style="list-style-type: none"> <li>• Breastfeeding?</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete

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INTERVIEW: All Categories <i>(Reviewer asks the candidate)</i>	Outcome/Notes	
<p>6. Case study:</p> <ul style="list-style-type: none"> <li>• A 15-year-old pregnant participant comes into the clinic.</li> <li>• She is very quiet and shy.</li> <li>• This is her third pregnancy, but it will be her first baby.</li> <li>• She has trouble answering your questions about her pregnancy.</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
<p>a. How would you handle this situation, and why?</p>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
<p>b. How can cultural factors affect the way a participant feels about:</p> <ul style="list-style-type: none"> <li>• Revealing personal information?</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
<ul style="list-style-type: none"> <li>• Teenage pregnancy?</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete

## Task I: Communication and Cultural Competence

INTERVIEW: All Categories <i>(Reviewer asks the candidate)</i>	Outcome/Notes	
<p>7. Case study:</p> <ul style="list-style-type: none"> <li>• A participant comes in with her husband. She says she wants her husband to be with her for the appointment.</li> <li>• She says she wants her husband to come with her for her appointment.</li> <li>• After a few minutes, you notice she is not talking very much.</li> <li>• Her husband is answering questions for her and she seems to look to him for approval.</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
a. How would you handle this situation, and why?	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
<p>b. How can cultural factors affect the way a participant feels about:</p> <ul style="list-style-type: none"> <li>• The role of the male in the family?</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
<ul style="list-style-type: none"> <li>• The role of the female in the family?</li> </ul>	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete

## Task I: Communication and Cultural Competence

INTERVIEW: All Categories <i>(Reviewer asks the candidate)</i>	Outcome/Notes	
8. Give examples of the messages you might get about a participant who is:	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
a. Nodding her head.	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
b. Crossing arms tightly in front of her chest.	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
c. Speaking in a very quiet tone of voice.	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete

## Task I: Communication and Cultural Competence

INTERVIEW: All Categories <i>(Reviewer asks the candidate)</i>	Outcome/Notes	
9. How might people from two different cultures feel about the following issues?	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
a. Touching and personal space	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
b. Eye contact	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete
c. Smiling	<input type="checkbox"/> Incomplete	<input type="checkbox"/> Complete

## Task I: Communication and Cultural Competence

<b>INTERVIEW: All Categories</b> <i>(Reviewer asks the candidate)</i>	<b>Outcome/Notes</b>
10. How would you respond to each of the following situations?	<input type="checkbox"/> Incomplete <span style="margin-left: 200px;"><input type="checkbox"/> Complete</span>
a. An angry, unpleasant participant comes in for her appointment on the wrong day.	<input type="checkbox"/> Incomplete <span style="margin-left: 200px;"><input type="checkbox"/> Complete</span>
b. A participant comes in to recertify her child but she left her child at home.	<input type="checkbox"/> Incomplete <span style="margin-left: 200px;"><input type="checkbox"/> Complete</span>
c. A participant is very upset because she does not have the proof of address or income needed for recertification	<input type="checkbox"/> Incomplete <span style="margin-left: 200px;"><input type="checkbox"/> Complete</span>
<b>INTERVIEW: All Categories COMPLETED</b>	<b>Date:</b>

## Task I: Communication and Cultural Competence

<b>2 OBSERVATIONS</b> <i>(Choose - 2 different categories)</i> For each observation, designate <i>Outcome:</i> ✓=complete 0=incomplete	<i>Type of participant</i>	<i>Type of participant</i>	<b>NOTES</b>
Reviewer observes the candidate:			
1. Greets the participant in a friendly manner and introduces herself/himself if necessary.			
2. Determines the participant's ability to understand the language being spoken and handles or refers the participant accordingly.			
3. As required, knows and understands how the participant's customs affect their ability to communicate.			
4. Handle participant questions and/or concerns politely, quickly and effectively.			
5. Handle an unhappy participant effectively.			
6. Assists efficiently more than one participant whenever necessary.			
7. Identify the type or the purpose of the participant's visit efficiently and refers the participant accordingly.			
8. When necessary, asks co-worker or supervisor for help.			
<b>OBSERVATIONS: Any Category COMPLETED</b>		<b>Date:</b>	