

RESPECT Model

What is most important when you engage with patients is that you remain open and maintain a sense of respect for your patients. The RESPECT model can help you remember what factors to consider to engage clients in a culturally and linguistically competent manner. These factors are important throughout assessment, diagnosis, and treatment.

R Respect	Understand how respect is shown within given cultural groups. Counselors demonstrate this attitude through verbal and nonverbal communications.
E Explanatory Model	Devote time in treatment to understanding how clients perceive their presenting problems. What are their views about their own substance abuse or mental symptoms? How do they explain the origin of current problems? How similar or different is the counselor's perspective?
S Sociocultural Context	Recognize how class, race, ethnicity, gender, education, socioeconomic status, sexual and gender orientation, immigrant status, community, family, gender roles, and so forth affect care.
P Power	Acknowledge the power differential between clients and counselors.
E Empathy	Express, verbally and nonverbally, the significance of each client's concerns so that he or she feels understood by the counselor.
C Concerns and Fears	Elicit clients' concerns and apprehensions regarding help-seeking behavior and initiation of treatment.
T Therapeutic alliance, Trust	Commit to behaviors that enhance the therapeutic relationship; recognize that trust is not inherent but must be earned by counselors. Recognize that self-disclosure may be difficult for some patients; consciously work to establish trust.

Source:

Mutha, S., Allen, C. & Welch, M. (2002). *Toward culturally competent care: A toolbox for teaching communication strategies*. San Francisco, CA: Center for Health Professions, University of California, San Francisco.