CHECKLIST

EFFECTIVE CROSS-CULTURAL COMMUNICATION SKILLS



IMPROVE YOUR CULTURAL AND LINGUISTIC APPROPRIATENESS

- ☐ Understand that improving cultural and linguistic appropriateness is an ongoing journey!
- ☐ Understand the role that your culture plays in your interactions and delivery of care
- ☐ Understand the role culture plays in health beliefs and behaviors
- ☐ Become knowledgeable about the backgrounds of the individuals you serve
- ☐ Be aware of language differences, and offer language assistance services
- ☐ Build trust and rapport with the individuals you serve to facilitate learning about their cultural beliefs, and communications needs and preferences
- ☐ Be aware that some individuals may use various terms to describe medical issues (e.g., "sugar" for diabetes)
- ☐ Be aware of barriers that can arise when expressions, idioms, or multi-meaning words are used (even if you and your patient both speak the same language)
- ☐ Ask questions!

DO NOT MAKE ASSUMPTIONS

- ☐ Use simple language. Avoid medical and healthcare jargon. Do not assume you know an individual's literacy and health literacy levels
- ☐ Check understanding and encourage questions. Do not assume an individual understood what you communicated
- ☐ Adopt a positive, curious, nonjudgmental approach toward all individuals. Do not assign meaning to an individual's nonverbal communication cues.

UNDERSTAND AND RECOGNIZE DIFFERENCES IN COMMUNICATION STYLES

- ☐ Appreciate how your communication preferences and style may differ from others'
- ☐ Understand how communication styles (e.g., nonverbal communication cues) and norms (e.g., the role of various family members) differ across cultures
- ☐ Tailor your communication so that your patients can better understand you

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