

ASSESSMENT 2

Cultural Competence In The Workplace

Details*Attempt 1 Available*

Overview

Write 6–7 pages in which you examine cultural competencies necessary to be successful in a culturally diverse work environment, along with what skills are required to develop cultural competency.

Most occupations involve working with people from different cultural backgrounds. These individuals may be coworkers, clients, students, supervisors, or subordinates. In order to be successful, it is important to develop the ability to work with people from different cultures, that is, to develop cultural competence.

By successfully completing this assessment, you will demonstrate your proficiency in the following course competencies and assessment criteria:

- Competency 1: Describe the relationship among culture, ethnicity, and diversity in psychology.
 - Describe the cultural competencies necessary to be successful in a culturally diverse work environment.
- Competency 2: Evaluate current psychological research and theory as it relates to understanding culture, ethnicity, and diversity in psychology.
 - Evaluate the effectiveness of the five-factor model of personality in explaining cultural competence.
 - Explain how you would use the five-factor model to help develop better cultural competence.
- Competency 3: Apply an awareness of culture, ethnicity, and diversity to inform personal behavior, professional goals, and values, and to understand social pol
 - Examine the skills and abilities required to become culturally competent.
 - Explain how gender, personality, memory, cognition, emotions, and development affect cultural competence in the workplace.
- Competency 4: Communicate effectively in a variety of formats.
 - Communicate in a manner that is scholarly, professional, and consistent with expectations for professionals in the field of psychology.

Competency Map

[Check Your Progress](#) Use this online tool to track your performance and progress through your course.

Context

This assessment provides an opportunity to research the issues of culture and personality. You will also examine the five-factor model (FFM) of personality. The FFM of personality is a conceptual model built around five distinct and basic personality dimensions that appear to be universal for all humans (Matsumoto & Juang, 2007):

1. Openness.
2. Conscientiousness.
3. Extraversion.
4. Agreeableness.
5. Neuroticism.

Furthermore, there will be an exploration of personality measurement across cultures. To validate personality measures cross-culturally, psychometric evidence from all cultures must exist.

Reference

Matsumoto, D., & Juang, L. (2007). *Culture & psychology* (3rd ed.). San Francisco, CA: Wadsworth.

Questions to Consider

To deepen your understanding, you are encouraged to consider the questions below and discuss them with a fellow learner, a work associate, an interested friend, or a member of the business community.

- Are our personalities perceived differently in different cultures?
- How would you measure personality across cultures?
- Should cultural differences be evaluated when assessing personality?

Resources

Suggested Resources

The following optional resources are provided to support you in completing the assessment or to provide a helpful context. For additional resources, refer to the Research Resources and Supplemental Resources in the left navigation menu of your courseroom.

Library Resources

The following e-books or articles from the Capella University Library are linked directly in this course:

- Kitayama, S. (2002). [Culture and basic psychological processes—toward a system view of culture: Comment on Oyserman et al.](#) *Psychological Bulletin*, 128(1), 89–96.
- Triandis, H. C. (1989). [The self and social behavior in differing cultural contexts.](#) *Psychological Review*, 96(3), 506–520.
- Wainryb, C. (2004). [The study of diversity in human development: Culture, urgencies, and perils.](#) *Human Development*, 47(3), 131–137.
- Weisner, T. S. (2010). [John and Beatrice Whiting's contributions to the cross-cultural study of human development: Their values, goals, norms, and practices.](#) *Journal of Cross-Cultural Psychology*, 41(4), 499–509.

Course Library Guide

A Capella University library guide has been created specifically for your use in this course. You are encouraged to refer to the resources in the [PSYC-FP3540 – Culture, Ethnicity, and Diversity Library Guide](#) to help direct your research.

Internet Resources

Access the following resources by clicking the links provided. Please note that URLs change frequently. Permissions for the following links have been either granted or deemed appropriate for educational use at the time of course publication.

- WGBH Educational Foundation. (2001). [Cultural psychology.](#) *Annenberg Learner*. Retrieved from <http://www.learner.org/series/discoveringpsychology/26/e26expand.html>
- About.com. (2014). [What is cross cultural psychology?](#) Retrieved from <http://psychology.about.com/od/branchesofpsycholog1/f/cross-cultural.htm>
- AllPsych. (2011). [Psychology Dictionary.](#) Retrieved from <http://allpsych.com/dictionary/index.html>
- AllPsych. (2014). [Psychology Biographies.](#) Retrieved from <http://allpsych.com/biographies/index.html>
- American Psychological Association (APA). (2014). [Race.](#) Retrieved from <http://apa.org/topics/race/index.aspx>

- Social Psychology Network. (2014). [Cultural Psychology Links by Subtopic](http://www.socialpsychology.org/cultural.htm#crosscultural). Retrieved from <http://www.socialpsychology.org/cultural.htm#crosscultural>
- Cross Cultural Connections. (n.d.). [Norms for facilitating courageous conversations](http://www.culturesconnecting.com/docs/Norms.pdf). Retrieved from <http://www.culturesconnecting.com/docs/Norms.pdf>
- Markman, A. (2008). [Thinking about cultural differences I: An introduction](http://www.psychologytoday.com/blog/ulterior-motives/200807/thinking-about-cultural-differences-i-introduction). [Blog entry]. Retrieved from <http://www.psychologytoday.com/blog/ulterior-motives/200807/thinking-about-cultural-differences-i-introduction>
- Markman, A. (2008). [Thinking about cultural differences II: Why bother?](http://www.psychologytoday.com/blog/ulterior-motives/200807/thinking-about-cultural-differences-ii-why-bother). [Blog entry]. Retrieved from <http://www.psychologytoday.com/blog/ulterior-motives/200807/thinking-about-cultural-differences-ii-why-bother>
- McNulty, J. (2004). [Emphasis on 'culture' in psychology fuels stereotypes, scholar says](http://news.ucsc.edu/2004/07/531.html). Retrieved from <http://news.ucsc.edu/2004/07/531.html>
- Western Washington University: Center for Cross-Cultural Research. (n.d.). [Online Readings in Psychology and Culture](http://www.wvu.edu/culture/contents_complete.htm). Retrieved from http://www.wvu.edu/culture/contents_complete.htm

Assessment Instructions

Complete the following:

- Describe the cultural competencies necessary to be successful in a culturally diverse work environment.
- Examine the skills and abilities required to become culturally competent.
- Explain how gender, personality, memory, cognition, emotions, and development affect cultural competence in the workplace.
- Evaluate how effective the five-factor model (FFM) of personality is in explaining cultural competence. Are there flaws in the model?
- Explain how you would use the five-factor model to help develop better cultural competence.

Additional Requirements

- Ensure your finished assessment is 6–7 pages in length, excluding the title page and references page.
- Include a title page and a references page.
- Include an introductory paragraph and a concluding paragraph.
- Include a minimum of two research resources.
- Follow APA guidelines for style and formatting.

Cultural Competence in the Workplace Scoring Guide

[View Scoring Guide](#) Use the scoring guide to enhance your learning. [How to use the scoring guide](#)

[U02a1] Cultural Competence In The Workplace

Write 6–7 pages in which you examine cultural competencies necessary to be successful in a culturally diverse work environment, along with what skills are required to develop cultural competency.

[Submit Assessment](#)

This button will take you to the next available assessment attempt tab, where you will be able to submit your assessment.

U02a1: Cultural Competence In The Workplace

> [View/Complete](#)

U02a1: Cultural Competence In The Workplace: Revision 1

> [View/Complete](#)

U02a1: Cultural Competence In The Workplace: Revision 2

[View/Complete](#)

