

CROSS MODEL OF CULTURAL COMPETENCE

This model was originally created to describe stages of competence at the organizational level; these stages can also be applied to individuals. The Cross model is represented by a continuum.

Stage 1: Cultural Destructiveness

Culture is a problem. People should be more like the mainstream. Assumes one's culture is superior and lesser cultures should be eradicated.

Stage 2: Cultural Incapacity (corresponds with the Denial Stage of the Bennett Model)

Lacks cultural awareness and skills. Believes in the racial superiority of a dominant group and assumes a paternalistic posture towards others. Maintains stereotypes.

Stage 3: Cultural Blindness (corresponds with Bennett's Minimization Stage)

Sees others in terms of their own culture and claims that all people are exactly alike. Believes culture makes no difference - "we are all the same." Believes that all people should be treated in the same way regardless of race, etc.

Stage 4: Cultural Pre-Competence (corresponds with Bennett's Acceptance Stage)

Recognizes that there are cultural differences and starts to educate him/herself about others concerning these differences. Realizes their shortcomings in interacting within a diverse environment.

Stage 5: Basic Cultural Competence (corresponds with Bennnett's Adaptation Stage)

Accepts, appreciates, and accommodates cultural difference. Values diversity and accepts and respects differences. Accepts the influence of their own culture in relation to other cultures. Understands and manages the dynamics of difference when cultures intersect. Willing to examine components of cross-cultural interactions (communication, problem solving, etc.)

Stage 6: Advanced Cultural Competence

Moves beyond accepting, appreciating and accommodating cultural difference and actively educates less informed individuals about cultural differences. Seeks out knowledge, develops skills to interact in diverse environments, and becomes allies with and are comfortable interacting with others in multicultural settings.