

Organizational Cultural Competency Self-Assessment



WEBB ADVISORY GROUP LLC

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Webb Advisory Group's Organizational Cultural Competency Self-Assessment for identifying and addressing disparities in organizational culture, help identify the skills, organizational practices and infrastructure needed to have culturally competent conversations to address equity, diversity and inclusion, and provide insights into steps the organization can take to become "employers of choice, and gain advantage locally, nationally and globally in today's competitive marketplace.

- Webb Advisory Group's Organizational Cultural Competency Self-Assessment is intended to help your organization in the following ways:
 - Provide you with a set of information to understand your current strengths and weaknesses
 - Provide you with a starting point or baseline in which to begin culturally competent discussions
 - Help develop a framework and develop strategic priorities for an action plan
 - Help assess your organization for future growth and areas of needed behavioral change
 - Help your organization improve communication

This assessment should be used by all key executive leaders, administrators, supervisors, and front-line staff. This self-assessment is administered by the Webb Advisory Group following engagement and is used to identify what is currently in place within your organization, to support ongoing commitment and action towards building a comprehensive equity action plan.

At the Webb Advisory Group, we are frequently asked, “when do you know you are a diverse, equitable and inclusive organization?”

The answer is simple.

You are no longer asking if you are. See our stages of Equity, Diversity, and Inclusion below.



Through our self-assessment you can reframe your organizations policies, practices, mindsets, resource allocation, decision-making processes, communication and capacities to align with the goal of ensuring that all staff have a voice, have a fair and just opportunity for feedback, and feel a sense of wellbeing, no matter where they are on the organizational chart.

***Access to the Webb Advisory Group Full Self-Assessment is given only following contractual engagement. ***

Organizational Stages of Diversity, Equity, and Inclusion Culturally Competent Conversations

Characteristics	Before Diversity, Equity, and Inclusion Conversations	Organizations begin conversations	Awareness begins from the bottom up	A Top down leader recognizes the need to change	“Let’s do this”	“It’s our bottom line!”
Organizations are in various stages here. There may be policies and practices in place and diversity language in HR Business Practices. Not consistent	Most leadership is unaware there is a problem - until something happens like a lawsuit or publicity	Organizations jump on the latest trend, hire trainers to do “leadership” training.	Top down leadership is still not acknowledging real bias exist. Problems are bubbling up	Human Resources start to mandate “diversity” training for its top-level leaders	A cultural shift is happening. Culturally competent conversations are happening	Diversity, Equity, and Inclusion is in everything from policies to practices. The voice of inclusion is heard in all conversations
It is A Program	The organization has one “token” individual who they feel meets the standard of practice	Strategic planning begins and real barriers to hiring, promotion are identified.	Some major public event happens (think George Floyd)	Leadership recognizes competitors are implementing changes	CEO has full buy in and is looking for how to move beyond a quick fix or a program	“This is us” becomes a positive theme throughout the organization

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Definition and Terms used throughout our Culturally Competent Self-Assessment

This list is not intended to be exhaustive of every word and term used in our work and conversations about diversity, equity, inclusion, or social justice. These are basic working definitions to be used as a reference to help move your organization forward.

A

Ability - power or capacity to do or act physically, mentally, legally, morally, financially, etc.

Access - creating the necessary conditions so that individuals and organizations desiring to, and who are eligible to, can use our services, facilities, programs, and employment opportunities.

Ally - a person of one social identity group who stands up in support of members of another group: typically, member of dominant identity advocating and supporting a marginalized group.

B

Bisexual - a sexual orientation in which a person has the potential to feel physically and emotionally attracted to more than one gender

C

Class: Class refers to how much wealth you have access to through property, inheritance, family support, investments, or other wealth not directly associated to wage earning.

Colorblindness: The process by which a person attempts to ignore the existence of race or skin color in service of seeing past race and just seeing the person. This deemphasizing of race, however, ignores the real, lived experience of people of color in the US and ignores their experience.

Corporate Social Responsibility- Practicing good corporate citizenship by going beyond profit maximization to make a positive impact on communities and societies.

Cisgender: A person whose gender identity (and often gender expression) matches the sex they were assigned at birth.

Culture - is a way of life of a group of people--the behaviors, beliefs, values, and symbols that they accept, generally without thinking about them, and that are passed along by communication and imitation from one generation to the next.

Cultural Competence - refers to an ability to interact effectively with people of different cultures. Cultural competence comprises four components: (a) Awareness of one's own cultural worldview, (b) Attitude towards cultural differences, (c) Knowledge of different cultural practices and worldviews, and (d) Cross-cultural skills. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures. Cultural competence is a developmental process that evolves over an extended period.

D

Disability - a physical, mental, or cognitive impairment or condition that requires special accommodations to ensure programmatic and physical access.

Diversity - psychological, physical, and social differences that occur among any and all individuals; including but not limited to race, color, ethnicity, nationality, religion, socioeconomic status, veteran status, education, marital status, language, age, gender, gender expression, gender identity, sexual orientation, mental or physical ability, genetic information and learning styles. A diverse group, community, or organization is one in which a variety of social and cultural characteristics exist.

E

Ethnicity - a social construct which divides people into smaller social groups based on characteristics such as values, behavioral patterns, language, political and economic interests, history, and ancestral geographical base.

Equality - evenly distributed access to resources and opportunity necessary for a safe and healthy life; uniform distribution of access that may or may not result in equitable outcomes.

Equity - is the guarantee of fair treatment, access, opportunity, and advancement for all students, faculty, and staff, while at the same time striving to identify and eliminate barriers that have prevented the full participation of some groups. The principle of equity acknowledges that there are historically underserved and underrepresented populations and that fairness regarding these unbalanced conditions is needed to assist equality in the provision of effective opportunities to all groups.

G

Gay - A common and acceptable word for male homosexuals but used for both genders.

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Gender - the socially constructed ideas about behavior, actions, and roles a particular sex performs.

Gender Identity- Refers to the internal perception of one's gender; how a person labels themselves. Gender is not what is between your legs; it is between your ears. There are countless ways in which people may identify themselves.

Gender Expression- The way that someone outwardly displays their gender through style, demeanor, and social behavior.

Genderqueer - A person's gender identity or gender expression that does not align with the gender binary (male and female).

I

Inclusion - the act of creating involvement, environments and empowerment in which any individual or group can be and feel welcomed, respected, supported, and valued to fully participate. An inclusive and welcoming climate with equal access to opportunities and resources embrace differences and offers respect in words and actions for all people.

Indigenous: A person or group of people whose culture, identity, and often spirituality are rooted in a particular place.

Intercultural competence - is the ability to develop targeted knowledge, skills and attitudes that lead to visible behavior and communication that are both effective and appropriate in intercultural interactions.

Intersectionality - refers to the interconnected nature of identity such as race, class and gender, and the interdependent systems of power and privilege that result from the interconnectedness. For example, a heterosexual black female-identified person may experience power and privilege differently than a queer black female-identified person or a heterosexual white female-identified person. A salient quote on intersectionality is Audre Lorde's quote "There is no thing as a single-issue struggle because we do not live single-issue lives."

L

Lesbian- A common and acceptable word for a female homosexual only.

LGBTQAAI - The acronym that means Lesbian, Gay, Bisexual and Transgender. The addition of a "Q" at the end often means "questioning" or "queer." One "A" stands for "asexual", another for "allies". The "I" means "intersex".

M

Marginalization - Treatment of a person, group or concept as insignificant or pervasive and places them outside of the mainstream society.

Micro aggressions - intentional or unintentional verbal, nonverbal or environmental slights/insults that communicate hostile, derogatory, or negative messages to people based upon their marginalized group.

Multiculturalism - the practice of acknowledging and respecting the various cultures, religions, languages, social equity, races, ethnicities, attitudes, and opinions within an environment. The theory and practice promotes peaceful coexistence of all identities and people.

N

Neurodiversity- The concept that there is great diversity in how people's brains are wired and work, and that neurological differences should be valued in the same way we value any other human variation.

P

Power - ability to control, coerce or influence people based on privilege identities. Power may be positional and provide access to social, political, and economic resources.

Power-over - used in discriminatory and oppressive way. Having power over others and therefore domination and control over others (e.g. through coercion and violence)

Power-with - shared with all people in struggles for liberation and equality. Using or exercising one's power to work with others equitably, for example, in a social movement.

Privilege - any unearned benefit, right or advantage one receives in society by nature of their identities. The access to resources a person has, consciously or not consciously, by virtue of being part of a dominant group in society. It is the freedom from stress, anxiety, fear, or harm related to your identity.

R

Race (versus Ethnicity)- Race is both a false construct that historically and currently conflates skin color and ancestry with behavior and culture. However, though race is a false construct, its existence is a widely held assumption and has real consequences for all people.

S

Sex- a term used to refer to the chromosomal, hormonal, and anatomical characteristics used to classify individual as male, female, or intersex.

Sexual Orientation- the type of attraction one feels for others, often labeled based on the gender relationship between the person and the people they are attracted to.

Social Construct - An idea that appears to be natural and obvious to people who accept it but may or may not represent reality

Socioeconomic status- The amount of money you earn in wages each month or year. This can change rapidly.

Stereotypes (versus Generalizations)- Stereotypes refer to the widely held, oversimplified ideas we hold about a person based on their identity. Usually, stereotypes are based on assumptions, popular opinion, or misinformation, are generally negative, are sweeping and simple, and are often characterized by words such as “always” and “never.” Generalizations, on the other hand, are based on observable experiences within a community, are not necessarily negative, are helpful and intended to guide people in their actions, are complex, and are often qualified by words such as “often,” “sometimes,” and “may.”

System of Oppression- refers to systems of power in society that advantage certain groups over others, and include ideologies such as racism, sexism, heterosexism, etc. (collectively “the isms”)

T

Transgender- A person whose gender identity (and sometimes expression) does not align with the sex they were assigned at birth. Trans* is an umbrella term that refers to various ways that people transgress gender norms.

U

Unconscious Bias- An implicit association, whether about people, places, or situations, which are often based on mistaken, inaccurate, or incomplete information and include the personal histories we bring to the situation.

W

Work-Life Effectiveness - A talent management strategy that focuses on doing the best work at the best time with the best talent. It helps businesses create flexibility, enhance agility, and drive mutually beneficial solutions for both employers and employees.

Workplace Inclusion- An atmosphere where all employees belong, contribute, and can thrive. Requires deliberate and intentional action.