

Self Assessment of Skills and Knowledge

Module 4: Communication and Developing Rapport

This survey is a guide to help you rank and understand your own skills and knowledge in relation to cultural competency.

Complete this survey **before** you start the Module.

1. Have you undertaken cultural competency training in the last **twelve** months?

Yes No (please circle)

If yes, what did you find most useful about the training?

2. Skills and knowledge

Tick or cross the box that best describes how you see your skills and knowledge in response to the statements below. Be as honest as possible.

	Not really I need to know a lot more (1)	Yes a little I can talk about it (2)	I know the basics. Starting to develop skills in this area (3)	I know this area well and have strong skills in this area (4)
a. I can identify behaviours, attitudes or values that are not conducive to creating a psychologically safe work environment.				
b. I can apply the LEARN Framework to the community care setting.				
c. I can discuss the cultural dimension of verbal and non-verbal communication.				
d. I can describe the core knowledge and skills of a culturally competent case manager.				
e. I can describe the procedures and techniques for working with an accredited interpreter.				

3. What skills and knowledge would you like to learn in this training session?

Thank you for completing this survey