



**Midwest Center for Cultural Competence, LLC**

*Training, Education, Consultation*

268 Kelvington Drive ■ Sun Prairie, WI 53590

608.345.0196



**Cultural and Linguistic Competence: Action Planning**

Describe a population you serve for which you are committed to improving the quality of your service delivery:

What would be an advantage to the population of your efforts?

What would be a personal motivation for improving the quality of service delivery?



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Please describe ways you might improve the physical environment, materials, and resources for the population you identified:

Physical Environment:

Materials:

Resources:

Please describe ways you might strengthen communication styles with the population you identified:

What beliefs, values, and attitudes of your own will you need to be more aware of to avoid bias and deliver services in a culturally competent manner?

Belief(s):

Value(s):

Attitude(s):

Please identify one thing you still need to learn about engagement, trust, and relationship building with your population of interest:

Engagement:

Trust:

Relationship Building:

Please describe one thing you still need to learn about assessment and problem definition with your population of interest:



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Assessment:

Problem Definition:

Please describe one thing you still need to learn about contracting and goal setting with your population of interest:

Contracting:

Goal Setting:

Please describe one thing you still need to learn about development of interventions with your population of interest:

Please describe one thing you still need to learn about evaluation of success and failure with your population of interest:

Success:

Failure:

Please describe one thing you still need to learn about termination with your population of interest: