

TOOL: Culturally capable leadership assessment

This will help leaders self-assess their cultural capability. This can be a conversation starter for the business case for cultural diversity. Mark a box in response to each question. At the end add up the totals for each column and read the comments below. Remember to answer truthfully to gain an accurate picture of your cultural capability skills.

Key competencies	Rarely	Sometimes	Always
Impact of culture on service delivery			
Do you access reliable information about the cultures of your target groups using <i>quantitative</i> data sources?			
Do you access reliable information about the cultures of your target groups using <i>qualitative</i> data sources?			
Do you access information on how your clients' cultural practices may affect the way they access information?			
Do you access information on how your clients' language requirements may affect the way people engage with your service?			
Do you visit information sources to access reliable information and advice on cultural issues?			





Multicultural NSW

	Rarely	Sometimes	Always
Fundamental communication skills			
How often do you communicate with people from cultures different to your own?			
Can you elicit opinions, ideas and feedback from people from different cultures and backgrounds?			
Do people from different cultural backgrounds speak up and share opinions with you?			
Can you develop relationships with colleagues and counterparts from different cultures?			
Active listening is where you show you are fully concentrating on, comprehending and responding to what is being said by others. Do you demonstrate active listening?			
Thinking and perceptive skills			
Are you willing to have your ideas of how things 'should be done' challenged by others?			
Are you open to feedback on your approach?			
Do you minimise assumptions about the behaviour of others?			
Do you seek to understand the cultures of others?			
Do you reflect on how your own biases and preferences influence your behaviour?			





	Rarely	Sometimes	Always
Tolerance for ambiguity			
Do you display a capacity to lead regardless of 'knowing everything' in relation to all of the cultures you need to service?			
Do you respond with a desire to learn more when you are receiving conflicting messages?			
Are you comfortable depending on others to provide contextual understanding?			
Stress management			
Can you manage yourself and your responses in stressful situations?			
Do you avoid blaming others when things do not go well?			
Do you cope well with new situations?			
Motivation to learn			
Do you actively seek out information or relationships to learn about new cultures?			
Do you have positive expectations of engaging with people from diverse cultures?			





Multicultural NSW

	Rarely	Sometimes	Always
Respect for culturally different beliefs and practices			
Do you respect difference?			
Do you demonstrate the ability to find common ground with people who are different to you?			
Totals	<i>/25</i>	<i>/25</i>	<i>/25</i>

If your answers are predominantly 'Rarely'

We recommend you invest time to read, review and use all four sections of these multicultural resources. Reach out to someone you know who is good at responding to diverse cultural communities and ask them about their approach and experiences. Dedicate time to research, gather information and prioritise to improve your awareness and cultural capability.

If your answers are predominantly 'Sometimes'

You have some highlighted areas for improvement. Go through the four areas of these multicultural resources. Review the resources relating to the gaps in your knowledge. Find a mentor or someone who can help you get to the next level.

If your answers are predominantly 'Always'

The fascinating thing about culture is that you never know it all. The community of NSW is highly diverse, so this will be an ongoing process. As a leader, share what you know, champion diversity and find a way to mentor others.

