



RESPECT MODEL

for Cross-Cultural Communication

Rapport

- Connect on a social level.
- See his/her point of view.
- Consciously attempt to suspend judgment.
- Recognize and avoid making assumptions.

Empathy

- Remember that he/she has come to you for help.
- Seek out and understand his/her rationale for the situation.
- Verbally acknowledge and legitimize his/her feelings.

Support

- Ask about and try to understand barriers to resolving the situation.
- Reassure him/her that you are and will continue to be available to help.

Partnership

- Be flexible with regard to issues of control.
- Negotiate roles when necessary.
- Stress that you will be working together to address his/her issues.

Explanations

- Check often during your conversation to see if he/she is understanding.
- Use verbal clarification techniques.

Cultural Competence

- Understand that each person's culture and beliefs shape their perception.
- Be aware of your own biases and preconceptions.
- Know your limitations in addressing issues across cultures.
- Understand your style and when it may not be working with a given person.

Trust

- Take the necessary time to establish and maintain trust.
- Understand that a high level of trust may be needed before he/she feels comfortable sharing.

Adapted from the Respect Model cited as source unknown in: Mutha, Allen, and Welch (2002), "Toward Culturally Competent Care: A Toolbox for Teaching Communication Strategies"