

Cultural Competency Work Plan 1

Step 1: Establishment of a working group

Create a working group to undertake the subsequent steps in this plan. The working group should be comprised of stakeholders from all three branches of the institutional memory section of the organization: archives, library, and museum. Included in the working group are representatives from the organization's protocol section as well as from the policy section. This diversity will allow for a more rounded working group, as its members are not only "insiders" from the institutional memory section of the organization. The working group may decide to engage an independent cultural competency specialist to facilitate the process.

Step 2: Client assessment

Identify and undertake a comprehensive client assessment to determine demographic profiles of each of the organization's clients, both internal and external, as well as to gain better understanding of their service individual needs and requirements. Understanding who one's clients are and what their needs are will assist with Step 3 the organizational assessment as well as guide the organization in understanding where it sits in the cultural competency continuum and how the journey to greater competence can be supported.

Step 3: Organizational assessment and service provider capability assessment

Conducting an organizational and staff assessment and an assessment about the ability of the organization to provide services, and services to its varied cliental. To have a good understanding the organization, as a whole, staff assessments must also be done, for themselves to understand their own cultural competence, but also for the organization to be able to determine its strengths and weaknesses, and work towards bettering cultural competence of and within the organization. Also assessing how effective, or if their clients are benefiting, in any way, shape, or form of the organization's services will help guide the path forward.

Step 4: Cultural Competence Plan

Developing a cultural competency plan based off the results from the above two steps will help ensure better working conditions for the staff, as well as better services for clients. The plan should include functional support structures that will ensure staff have access to the resources they need to grow in cultural competence, this includes, but is not limited to education, trainings, literature as well as financial and staff resources to make changes for the better from the point of the of the staff as well as the clients being served.

Step 5: Evaluation and follow-up

Evaluation and follow-up ensure the hard work of the first four step is all for naught. Monitoring the effectiveness of the plan to make sure that it is actually working and supporting the staff and the organization move through the cultural competence continuum will assist in the overall success and implem