

## CROSS-CULTURAL COMPETENCE

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Working responsibly and effectively with persons from different cultural backgrounds is known as cross-cultural competence. In today's globalized world, when various cultures and nations interact more frequently than ever before, it is a crucial set of abilities. I will examine the idea of cross-cultural competency in this article, as well as its importance, how it may be cultivated, and the advantages of having it.

Working well with people and groups from different backgrounds is crucial in a multicultural society where people of various nationalities, races, and faiths coexist. Being able to comprehend, connect with, and communicate with people from various cultural backgrounds requires the ability to be cross-culturally competent. Being respectful of, sensitive to, and sympathetic to the cultures, beliefs, and values of others are also parts of this competence.

Cross-cultural competency can be developed by participation in intercultural experiences. Exploring the habits, beliefs, and values of other cultures enables people to understand more directly about those civilizations. One's comprehension of diverse cultures can be enhanced by immersing oneself in them, such as through going to cultural events, participating in social-cultural organizations, and speaking with people from other cultures.

**Key words:** Cross-cultural, competence, globalized world, nation, society, multicultural society, experience, habit, belief, organization, individuality vs. collectivism, masculine vs. femininity, avoidance of ambiguity, and long-term orientation.

For individuals, teams, and organizations operating in multicultural situations, cross-cultural competency is a vital talent. It entails the capacity to recognize, navigate, and effectively communicate with individuals from a variety of cultural origins.

The following are some of the in-depth subtopics that can be addressed in a thorough essay on cross-cultural competence:

1. Cross-cultural competence is important
  - Talk on the value of cross-cultural proficiency in the globalized world of today.

- Outline the advantages of cultural variety and the ways in which cross-cultural competency can foster innovation, collaboration, and productivity in a multicultural team or company.

- Give instances of effective cross-cultural activities and their results.

## 2. The Cultural Dimensions

- Describe the various cultural dimensions, such as power distance, individuality vs. collectivism, masculine vs. femininity, avoidance of ambiguity, and long-term orientation.

- Describe how these factors impact behavior, attitudes, values, and communication in various cultural contexts.

- Give specific illustrations of how to identify and react to these cultural differences.

## 3. CQ, or Cultural Intelligence

- Explain cultural intelligence and its different subtypes, including cognitive, physical, emotional, and behavioral intelligence.

- Describe how to cultivate and evaluate one's own and other people's cultural intelligence.

Case examples of people or organizations that have effectively displayed high levels of cultural intelligence should be provided.

## 4. Intercultural Cooperation

- Talk about the potential and challenges of cross-cultural communication such as communication gaps in different languages, nonverbal cues, and cultural norms and expectations.

- Offer advice on how to strengthen intercultural communication abilities and prevent misconceptions.

- Provide examples of both successful and unsuccessful cross-cultural communication.

## 5. Leadership that Bridges Cultures

- Examine the function of culture

## 6. Resolving Cultural Conflicts

- Talk about the causes of intercultural disputes and how they affect people and organizations.

- Describe various conflict resolution techniques, such as mediation, negotiation, and arbitration, and the cultural implications of each.

- Give instances of effective cross-cultural dispute settlement techniques.

## 7. Training and Development in Other Cultures

- Describe the goals, procedures, and results of cross-cultural learning and development initiatives.

- Describe effective cultural competence program design and implementation for people, teams, and organizations.

- Offer examples of cross-cultural training and development initiatives that were successful.

#### 8. Social responsibility and Intercultural Ethics

- Talk about the moral and societal obligations of people and organizations working in diverse situations.

- Examine the significance of various cultural values and ethical systems to practices in business.

- Offer illustrations and case studies of ethical problems and conundrums. Cultural competency, according to the Child Welfare League of America, is "the ability of individuals and systems to respond respectfully and effectively to people of all cultures, classes, races, ethnic backgrounds, sexual orientations, and faiths or religions in a manner that recognizes, affirms, and values the worth of individuals, families, tribes, and communities, and protects and preserves the dignity of each" (Child Welfare League of America, 2001, Cultural Competence Defined). Age should be taken into account when defining cultural competency in public child welfare, particularly when it comes to young people leaving the child care system. Cultural competency requires, at the very least, a willingness to re-examine the exclusive, adult-centered culture of child welfare organizations and, at the very best, an active agenda for adolescent empowerment and inclusion (National)

Language proficiency alone does not constitute cultural and linguistic competence; rather, it denotes a commitment to incorporating cultural understanding into practice and policy. Language is an essential component of culture and serves as the main means of disseminating information, attitudes, and social norms. As a result, when creating a comprehensive strategy, social care systems committed to cultural competency should take linguistic and literacy challenges into account.

According to the National Center for Cultural Competence (n.d.), organizations need the following in order to be considered culturally competent: A clearly defined set of values and principles; behaviors, attitudes, policies, and structures that make it possible for them to work cross-culturally; a capacity for valuing variety, doing self-evaluation, managing the dynamics of differences, acquiring and institutionalizing cultural knowledge, and being able to adjust to diversity and the cultural contexts of the populations they serve;

Include customers, important stakeholders, and communities systematically in all elements of policy-making, administration, practice, and service delivery.

According to Cross, Bazron, Dennis, and Isaacs (1989; McPhatter, 1997), cultural competence is a developmental process that develops through time rather than being a static, one-time accomplishment. According to Cross et al., cultural proficiency is the end aim of the process of being culturally competent, which ranges from cultural destructiveness, cultural incapacity, and cultural blindness.<sup>1</sup> Cultural proficiency is a

desired aim in an effort to enhance outcomes because this continuum of cultural competence takes into consideration the ongoing organizational changes impacting child protection agencies as well as contextual changes influencing the populations serviced by child care systems. Although requests for reform and awareness of cultural and linguistic competency are growing, there is still a lot of variation in how systems respond to serving populations that are culturally and racially diverse (McPhatter).

"Cultural competency means being aware of your own cultural beliefs and values and how these may differ from those of other cultures—including being able to learn about and honor the different cultures of those you work with."

-Agency Employee

As a whole, cross-cultural competency is a complicated and varied subject that calls for a thorough and rigorous approach. One can learn more about how to successfully navigate and take advantage of cultural differences in multicultural environments by looking into the dimensions of culture, cultural intelligence, cross-cultural communication, leadership, conflict resolution, training and development, ethics, and social responsibility.

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