

## Cultural Competency & Diversity Training Test

**Instructions: Please circle the answer to each question on the attached Answer Sheet. Eight correct answers (80%) are required to pass this course. Once you have completed the test, turn into your manager.**

1. Cultural Diversity takes into consideration all aspects of an individual such as:
  - a. Geographical location, education, traditions, etc.
  - b. Family values, economic, and living conditions.
  - c. None of the above
  - d. a and b
  - e. All of the above
  
2. To be culturally competent, our employees understand and are respectful of beliefs, language, interpersonal styles and behaviors of individuals and families receiving CMHA-CEI services.
  - a. True
  - b. False
  
3. Culture can be defined as the shared values, traditions, norms, customs, arts, history, folklore and institutions of a group of people who are unified by race, ethnicity, language, nationality or religion/spirituality
  - a. True
  - b. False
  
4. Which of the following cultural considerations would impact how you would interact with consumers?
  - a. Personal space
  - b. Punctuality
  - c. Authority figures
  - d. All of the above
  - e. None of the above
  
5. Barriers to Cultural Competency are:
  - a. Stereotypes
  - b. Ethnocentrism
  - c. Fear of the unknown
  - d. All of the above
  - e. None of the above

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6. Rapport building can help to facilitate the development of authority and enhance the individual's compliance and continued dependence on treatment.
  - a. True
  - b. False
  
7. When providing services, we need to...
  - a. Be a reflection of the demographics prevalent in the community
  - b. Focus on conforming the individuals to fit the services we have available
  - c. Ensure a structured, rigid approach to treatment
  - d. b and c
  - e. None of the above
  
8. The process of becoming culturally competent is a long-term, ongoing process.
  - a. True
  - b. False
  
9. It is not critical that we strive toward cultural competency. There are always plenty of people from the same cultures, backgrounds and faiths as our own in our communities in need of our services.
  - a. True
  - b. False
  
10. We need to remove barriers and embrace our differences in order to be as effective as possible in our interactions with our consumers, co-workers and members of our community.
  - a. True
  - b. False



Training Unit  
**Answer Sheet**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Agency: \_\_\_\_\_ Work Location: \_\_\_\_\_

Date: \_\_\_\_\_

- Course (Circle one):**
- |   |                                 |
|---|---------------------------------|
| Blood Borne Pathogens/Infection Control | Cultural Competency & Diversity |
| HIPAA Privacy & Security                | Environmental Safety            |
| Person Centered Planning                | De-Escalation Skills            |
| Corporate Compliance                    | Limited English Proficiency     |
| Recipient Rights                        | Trauma Informed Care            |
|   | Appeals and Grievances          |

I attest, by filling out below, that I have reviewed the content for the circled course above and have completed the test to the best of my ability.

**Once you have completed the test, turn into your manager.**

Choose the one best answer for each question. Mark your answer below by circling the appropriate letter for each question.

- |    |   |   |   |   |   |    |   |   |   |   |   |
|----|---|---|---|---|---|----|---|---|---|---|---|
| 1  | A | B | C | D | E | 14 | A | B | C | D | E |
| 2  | A | B | C | D | E | 15 | A | B | C | D | E |
| 3  | A | B | C | D | E | 16 | A | B | C | D | E |
| 4  | A | B | C | D | E | 17 | A | B | C | D | E |
| 5  | A | B | C | D | E | 18 | A | B | C | D | E |
| 6  | A | B | C | D | E | 19 | A | B | C | D | E |
| 7  | A | B | C | D | E | 20 | A | B | C | D | E |
| 8  | A | B | C | D | E | 21 | A | B | C | D | E |
| 9  | A | B | C | D | E | 22 | A | B | C | D | E |
| 10 | A | B | C | D | E | 23 | A | B | C | D | E |
| 11 | A | B | C | D | E | 24 | A | B | C | D | E |
| 12 | A | B | C | D | E | 25 | A | B | C | D | E |
| 13 | A | B | C | D | E |    |   |   |   |   |   |

**Instruction for Manager:** If CLS or B-Contract, grade and keep for your own records. Records will be reviewed during site visits. If A-Contract, send completed (ungraded) answer sheet to the Training Unit.

Grade\*: \_\_\_\_\_ out of \_\_\_\_\_ \*must equal 80% or above to pass **Manager Initials** \_\_\_\_\_