

Challenge	Strategy
Awareness	Share with your peers that you are working toward stronger cultural sensitivity; engage them in the process. Be open about this change, appreciate the effort, and state the goal of excellence in client care.
Assumptions	Build validation and inquiry into your interactions with clients and families. Keep your own nonverbal cues appropriate when clients clarify and answer.
Knowledge	Visit an area where a culture is dominant and read about the culture from reputable books and online sources. Reflect upon your own assumptions and strive to become informed.
Trust and rapport	If working with a translator, remain focused on the client for nonverbal cues and speak to the client. The translator will interpret the messages.
Language barriers	Explore translation technology, and use appropriate pictures or gestures to communicate if needed. Keep in mind that the process may be frustrating and allow sufficient time.
Client education	“Teach back” is an effective method to ensure messages have been received. Use translation assistance if necessary; seek to preserve the client’s dignity. Your own awareness may be enhanced when you experience how you are received by others.
Active listening	Active listening is an effective technique in all nurse-client interactions. Use eye contact, touch, and proximity as appropriate. Repeat what you have heard them say and give them time to explain.