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Discussion 11

Plan-do-check-act model is applicable in different professions and career. I applied this model during my services of social workers. The model was useful for identifying the problem and findings possible ways of solving it. During my job I had to plan for making improvement in services that could help clients in positive way. I planned to use cross cultural knowledge for addressing the needs of people belonging to different culture and ethnicities. The goal was to deliver high-quality service by knowing their religious and personal values. This strategy was important for choosing the strategy that could promote welfare (Harley-Mcclaskey, 2016). The second stage was Do in which, I had to test the selected strategy. To test the significant for cross-cultural competency. I uses this technique on two people from different cultures. I chose one African-American woman and one Chicano boy. During my interaction with these people I managed to treat them according to their cultural values. I knew that African-Americans are concerned about religious and ethical concerns. I therefore managed to convince them by adopting a humble and empathetically attitude.

 Check: in this stage I focused on collecting empirical data about the factors that might impact the interaction. I searched scholarly database for identifying the values that are common for the African-Americans and repeated the process for studying the behaviors of Chicanos. The final stage was to act, in which I managed to apply the knowledge and strategy that I had chosen for addressing the concerns of the people with different cultures. By applying the knowledge about the values and the cultural aspects I managed to improve my interaction with both patients. This strategy allowed me to understand the personal and professional values of the people with different cultures and I also improved my service quality.

Reference

Harley-Mcclaskey, D. (2016). *Developing Human Service Leaders 1st Edition.* SAGE Publications, Inc.