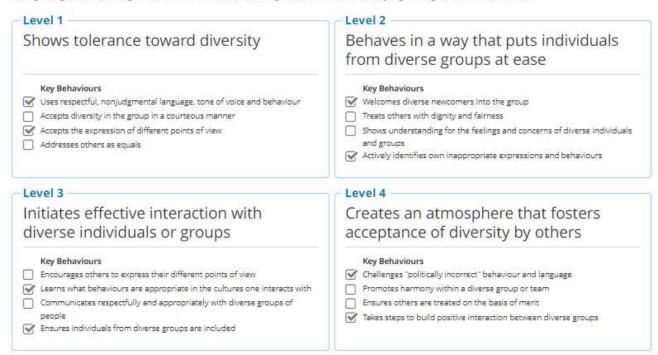# Sample Competency

Respecting Diversity

Recognizing and respecting differences of all kinds, including values, culture, ethnicity, age and gender-related matters

Level 1
Shows tolerance toward diversity

Key Behaviours
- ☑ Uses respectful, nonjudgmental language, tone of voice and behaviour
- ☐ Accepts diversity in the group in a courteous manner
- ☑ Accepts the expression of different points of view
- ☐ Addresses others as equals

Level 2
Behaves in a way that puts individuals from diverse groups at ease

Key Behaviours
- ☑ Welcomes diverse newcomers into the group
- ☐ Treats others with dignity and fairness
- ☐ Shows understanding for the feelings and concerns of diverse individuals and groups
- ☑ Actively identifies own inappropriate expressions and behaviours

Level 3
Initiates effective interaction with diverse individuals or groups

Key Behaviours
- ☐ Encourages others to express their different points of view
- ☑ Learns what behaviours are appropriate in the cultures one interacts with
- ☐ Communicates respectfully and appropriately with diverse groups of people
- ☑ Ensures individuals from diverse groups are included

Level 4
Creates an atmosphere that fosters acceptance of diversity by others

Key Behaviours
- ☑ Challenges "politically incorrect" behaviour and language
- ☐ Promotes harmony within a diverse group or team
- ☐ Ensures others are treated on the basis of merit
- ☑ Takes steps to build positive interaction between diverse groups