# PROFESSIONAL'S GUIDE TO BETTER CLIENT INTERACTION

# THE PRACTICE OF CULTURAL RECIPROCITY



### IDENTIFY YOUR VALUES

Professionals should take time to self-reflect on their own values which will allow them to compare and contrast their perspective with the perspectives of others in a respectful manner. Only then will they truly see their own assumptions and magnify them into their professionalism.

### ARE THE VIEWS SHARED?

Find out if the family shares the same belief as you. If not, find out what their belief is. This allows both parties to recognize what is expected from each of them and allows for discussion.



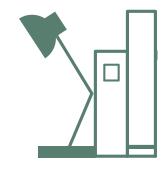


# AWKNOWLEDGE & RESPECT

Explain your own assumptions and explain how they are the same or different. Make your perspective clear while still considering alternate view points.

### COLLABORATE

Work together to devise a solution that will be acceptable for you and does not conflict with their beliefs. Continue to actively listen with the goal of understanding.





### ADAPT

Though you may still want to use your recommendation and the other party may want to use theirs, we must learn to adapt. This adaptation, however, should be agreeable to both parties. The solution should be a suitable compromise that is in the best interest of the client.

# KEY: SELF AWARENESS

It is important to understand that not everyone comes from and/or was brought up the same way as you. We must become more aware of how culture impacts a client's goals and how our culture influences our recommendations.



TAKE A SECOND AND ASK YOURSELF "WHY?", "WHY DO I THINK THIS WAY?", "WHY AM I MAKING THIS RECOMMENDATION?"



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