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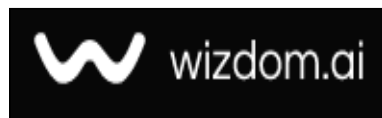
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Development of Socio-Cultural Competence

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Abstract. The purpose of this paper is to describe socio-cultural competence, its structure and components, as well as its importance in the modern world. We have studied and analyzed the points of view of various scientists, as well as psychological studies in this field. The topic is relevant indeed in the modern process of globalization. At the end of the article the conclusion of the reviewed materials and studies is also present.

Keywords Culture; Sociocultural competence; Social competence; Components of Sociocultural competence.

Introduction

This article will help to improve the understanding of sociocultural competence and its components. Accepted methods of intercultural communication will help in developing and strengthening the ability to communicate effectively in intercultural contexts.

Working and living in a global society requires the ability to create interactions and relationships with people who are different from oneself. It is critical to know how to assess our cultural competency and evaluate our own cultural behaviors. Globalization and diversity lowered the barriers that once separated cultures both internationally and domestically (Garneau & Pepin, 2015). [1].

Main Part

In terms of employment possibilities, occupations, and competitive capacities, sociocultural competences are becoming increasingly relevant. Socio-cultural competences, which are acquired and developed throughout life, establish favorable conditions for successful survival and functioning in today's labor market. The specific area of giving, acquiring, and using relevant competences heavily influences the makeup of socio-cultural competences and their impact on socialization. [2]

Various scholars have described the concept of "culture" in various ways. Culture, according to Betancourt (2004), is a pattern of taught beliefs, values, and behaviors that are shared within a community; it includes language, communication techniques, practices, customs, and attitudes about roles and relationships. Gregory and his colleagues stressed in 2010 that culture must be understood within historical, social, political, and economic settings. Culture, according to Edgar Schein (2010), is "the shared beliefs, values, and assumptions of a group of people who learn from each other and educate others that their behaviors, attitudes, and viewpoints are the proper ways to think, act, and feel." Psychologists contend that new culture has a negative impact on people's perceptual mechanisms and influences their behavioral responses. [1]

The ability to detect and adjust to cultural differences is referred to as cultural intelligence (CQ). It might provide you with the confidence to work successfully in a wide range of settings. Simultaneously, "cultural competency" - the ability to comprehend, accept, and engage with people from different cultures or belief systems than your own - has been a fundamental component of psychological thinking and practice for about 50 years.

Contemporary cultural competence research focuses on sensitivity to cross-cultural variations and the ability to adapt to another cultural setting (e.g., Hansen, Pepitone-Arreola-Rockwell, & Greene, 2000), as well as reflective awareness of cultural impacts on one's thoughts

and actions (Chao, Okazaki, & Hong, 2011). Cultural competency, according to Muzychenko (2008), is the appropriateness and efficacy of one's behavior in a foreign cultural situation. For very practical reasons, Wilson, Ward, and Fisher (2013) defined cultural competence as "the learning and maintenance of culture-specific abilities."

- To be able to function effectively in a new cultural setting.
- To properly communicate with people from many cultures.

Cultural competency, according to Williams (2001), is "the ability of people and systems to function or respond successfully across cultures in ways that acknowledge and respect the culture of the person or organization being served." [1]

Increasing our cultural competence allows us to better understand, communicate with, and interact with people from other cultures. It allows us to compare different civilizations and better understand differences. We bring our own cultural interpretive framework into every circumstance unconsciously. This is not to say that one's interpretation of a situation is only determined by culture. A person's unique history and personality are other essential considerations (Hofstede, 2002).

Developing a sociocultural mindset assists a person to improve their ability to engage with people from various cultures. Cross-cultural abilities include the ability to speak with respect, recognize the values of others, accept knowledge, skills, and talents, and tolerate, engage in, and enjoy others' triumphs. According to Deardorff, competence is "the ability to communicate successfully and appropriately in intercultural circumstances based on one's intercultural knowledge, abilities, and attitudes" (Deardorff, 2006, pp. 247-248). Deardorff's (2006) intercultural attitude tactics have been adopted to assist you in developing and strengthening your capacity to practice effective communication in multicultural situations:

- Demonstrate openness by displaying acceptance of differences.
- Be adaptable by displaying tolerance for ambiguity.
- Show humility by suspending judgment and being willing to learn.
- Respect people by understanding cultural differences.
- Show an adventurous attitude by being curious and spotting chances in many settings.
- Use a sense of humor by being able to laugh at ourselves.
- Demonstrate positive change or action by interacting well with the specified culture.

According to Borchum (2002), sociocultural competence is "a nonlinear dynamic process that never stops and is always growing It focuses on expanding information and improving abilities relevant to its characteristics "p. 5. We have summarized and implemented studies by Williams (2001) and Martin and Vaughn (2007) to assist you in better understanding the components of cultural competency. These characteristics will assist you in developing cultural competence:

- Self-knowledge and awareness about one's own culture.
- Awareness of one's own cultural worldview.
- Experience and knowledge of different cultural practices.
- Attitude toward cultural differences. [1].

Conclusion

To summarize, our global society necessitates engagement and interactions with people who are not like us. We may improve our productivity and efficiency, and hence our customer service skills, by strengthening our own cultural competence. Customers who feel valued and understood will call us again and again.

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