

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 11. Other Generic Competencies
(Key Function – 11.6 Personal Effectiveness)

Title	Upkeep multi-cultural awareness and actively manage diversity
Code	109614L4
Range	Being non-judgmental and empathetic toward people from other cultures. This applies to the communication with co-workers, subordinates, supervisors, business partners, customers and all other stakeholders from diverse backgrounds both at work and during social interaction.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Understand different values, beliefs and customs that different people have are based on their origins and upbringings; • Understand different cultural practices and show consideration for the cultural norms of others to maintain professional relationship. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Show sensitivity to differences and invite others to share their cultural practices in order to build harmonious working relationship; • Make adjustments and adaptations as necessary in different social and professional situations; • Use sensitivity and flexibility to navigate across diverse social and professional situations to avoid offending others; • Have positive verbal and nonverbal communication with co-workers, business partners and clients who have different backgrounds and beliefs to broaden perspectives and enhance the capacity of collaboration; • Take into consideration of the cultural differences including local and non-local economic, social and political environment in planning, designing and / or implementing business plans and services processes. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Recognize and accept cultural differences in a respectful and affirming manner; • Believe cultural differences can be beneficial and actively invite the contribution of different views originated from these differences when solving problems; • Weigh equally the ideas generated from different sources of culture and is able to share and create new cultural elements e.g. norms, values, etc. • Have a multi-cultural awareness; always notice and respect the differences amongst people’s values and beliefs;
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Demonstration of desirable behaviours in practicing cultural awareness by extending respects to co-workers, subordinates, supervisors, business partners, clients and all other stakeholders of different cultures;

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 11. Other Generic Competencies
(Key Function – 11.6 Personal Effectiveness)

	<ul style="list-style-type: none">• Demonstrating the ability to have verbal and non-verbal communication with others who have different backgrounds and beliefs, hence to broaden perspectives and collaborate effectively.
Remark	