



## Case study one: Ayesha

### Tool 3 - Building cultural capability

*Carballeira's LIVE and LEARN Model (Carballeira, 1996 in Laird, 2008).*

This tool outlines a framework for developing cultural capability, seeing this as an essential and ongoing process of good social work practice.

*Social care practitioners need to:*

**Like** – develop a liking for work with people from minority communities.

**Inquire** – commit to finding out about diverse ethnic groups.

**Visit** – be a respectful and observant visitor when working with people from other ethnic groups.

**Experience** – seek out social interactions with people from other ethnic groups

**Listen** – observe style used by people from different communities & adopt styles of communication.

**Evaluate** – recognise everyone integrates culture and personality in individual ways and avoid stereotyping

**Acknowledge** – identify similarities and differences and any areas of potential conflict with statutory requirements and inform the service user.

**Recommend** – offer service users a range of intervention approaches and consult on which are most culturally acceptable.

**Negotiate** – openly discuss areas of conflict & work towards acceptable compromises.

You can use the [critical reflection tool](#) and [action planning tool](#) to review your ongoing progress in developing cultural capability.

You can use the [principles of gathering feedback](#) tool to structure how you routinely gather feedback on your practice from people who use services and those who care for them.

Also see the diagram below illustrates the stages that people move through in developing cultural competence.

'Moving towards cultural competence' (Carballeira, 1996, in Laird, 2008)

