

MODULE 12

Cultural Competence & Diversity

Respecting Differences, Building Stronger Connections

The people you support won't all carry the same background, beliefs, or way of processing hard things that you do. This module is about meeting people where they actually are, not where you assume they'll be.

Why This Module Matters

Support that ignores someone's culture, background, or identity often misses what they actually need. This module builds the humility to ask instead of assume, and the awareness to notice when your own perspective might be getting in the way.

What You'll Walk Away With

You'll leave with a stronger sense of cultural humility, the practice of staying curious about someone's background rather than assuming you already understand it. You'll learn how small missteps happen with good intentions, and how to recover from them without defensiveness.

What's Inside

Practical guidance on approaching cultural differences with humility rather than expertise. Real scenarios that show good intentions running into real gaps in understanding. Honest reflection on your own blind spots.

PRESENCE™ and ATTUNE™ in Practice

You can't attune to someone if you're not paying attention to who they actually are. This module sharpens that part of ATTUNE™, teaching you to notice cultural cues and adjust your approach instead of applying one method to everyone.

A Story You Might Recognize

A peer supporter assumes a colleague from a different background wants to talk through his grief the way most of the team does, openly and often. He doesn't. Learning to ask instead of assume, and to respect a quieter, more private way of processing, changes how that peer supporter shows up for everyone after that.

Who This Is For

Peer support team members, coordinators, and supervisors. Chaplains and spiritual care providers. Fire and EMS, law enforcement, dispatch, and other public safety personnel. Nurses, healthcare workers, educators, and other helping professionals. Leaders building inclusive teams.

How We Ground This Work

This module draws on cultural humility frameworks, which emphasize ongoing self-reflection and openness over claiming expertise in any one culture or background.

Scope and Safety

This module builds awareness and skill. It doesn't make you an expert in any particular culture, and when specific cultural or religious guidance is needed, connecting someone with the right resource matters more than guessing.

Where This Leads

What you learn here strengthens every relationship built through the rest of this library, since respect for difference is part of what makes support actually land.

Learn the skill. Practice the encounter. Become the presence your people can trust.