Eight Common Mistakes To Avoid

1. Disrupting home and work schedules when conducting education and outreach activities.
2. Dismissing cultural preferences, customs, and traditions when discussing health and nutrition.
3. Assuming others perceive things the same way you do.
4. Getting “right down to business.” In many cultures, socializing is an important first step before discussing business or personal matters.
5. Conducting interviews or discussing personal information in an open setting. Receiving assistance from outside agencies is an embarrassment in some cultures, and may be better discussed behind closed doors.
6. Misreading silence for confusion or lack of knowledge. Allow for a short period of silence or reflection. Rather than asking if the person understood what was discussed, ask open-ended questions as you probe for understanding.
7. Ignoring the importance of such factors as age, gender, or position in family when asking for decisions.
8. Making assumptions based on stereotypes.

Examples
Ms. L has a Hispanic surname and speaks with an accent. She arrives for a community-sponsored workshop on how to apply for SNAP. When she approaches the sign-in table and gives her name to the staff person, she is promptly asked to step to the side and wait a moment. The staff person speaks slowly and in a loud voice. Ms. L immediately knows that the staff person assumes she cannot speak English, and has gone to get someone who is bilingual to help out. Although she is pleased that they are making the effort to provide translators for individuals who require this level of language assistance, she wishes they had asked about her specific needs.

Ms. T is African-American. She stops by the SNAP booth at a citywide festival and asks where in her community she can find out more about applying for SNAP. She notices that instead of asking where she lives, the outreach worker assumes she lives in a predominately African-American section of town and immediately refers her to a location in that area. This infuriates Ms. T because she does not live in that area and must point that out before receiving the correct information.