



# Cultural Competency for Public Administrators (4x45)

*Kristen A. Norman-Major, Susan T Gooden*

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With a focus on a broad spectrum of topics--race, ethnicity, gender, disability, and sexual orientation at the federal, tribal, state, and local levels--this book equips readers to better understand the complex, real-world challenges public administrators confront in serving an increasingly diverse society.

The book's main themes include:

- What is cultural competency and why is it important?
- Building culturally competent public agencies;
- Culturally competent public policy;
- Building culturally competent public servants;
- How do agencies assess their cultural competency and what is enough?

PA scholars will appreciate the attention given to the role of cultural competency in program accreditation, and to educational approaches to deliver essential instruction on this important topic. Practitioners will value the array of examples that reflect many of the common trade offs public administrators face when trying to deliver comprehensive programs and services within a context of fiscal realities.



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