

PROFESSIONAL DEVELOPMENT KEY TERMS

1. **Cultural competence** refers to an ability to interact effectively with people of different cultures and socio-economic backgrounds, particularly in the context of human resources, non-profit organizations, and government agencies whose employees work with persons from different cultural/ethnic backgrounds. Cultural competence comprises four components: (a) Awareness of one's own cultural worldview, (b) Attitude towards cultural differences, (c) Knowledge of different cultural practices and worldviews, and (d) Cross-cultural skills. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures. (From: http://en.wikipedia.org/wiki/Cultural_competence)
2. **Knowledge management** is a system for finding, understanding, and using knowledge to achieve organizational objectives. (From: *City and County of San Francisco 2009 Workforce and Succession Planning Report* <http://www.sfdhr.org/Modules/ShowDocument.aspx?documentid=2473>)
3. **Mentorship** is a personal developmental relationship in which a more experienced or more knowledgeable person helps to guide a less experienced or less knowledgeable person. (From: <http://en.wikipedia.org/wiki/Mentorship>)
4. **Professional development** refers to the acquisition of skills and knowledge, both for personal development and for career advancement. Professional development encompasses all types of facilitated learning opportunities, ranging from college degrees to formal coursework, conferences and informal learning opportunities situated in practice. It has been described as intensive and collaborative, ideally incorporating an evaluative stage. There are a variety of approaches to professional development, including consultation, coaching, communities of practice, lesson study, mentoring, reflective supervision and technical assistance. (From: http://en.wikipedia.org/wiki/Professional_development)
5. **Workforce Planning** is a continual process used to align the needs and priorities of the organization with those of its workforce to ensure it can meet its legislative, regulatory, service and production requirements and organizational objectives. (From: http://en.wikipedia.org/wiki/Workforce_planning)