



# Multicultural Counseling to develop Intercultural Relations

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## Abstract

*Cultural diversity in modern society is growing, characterized by increased interaction between individuals and groups with different backgrounds. It can pose a challenge in communicating and developing harmonious relationships. Multicultural counselling offers an approach that can help develop understanding and skills in cross-cultural interaction. This article examines the concept of multicultural counselling and its mechanisms in facilitating the development of intercultural relationships. Through a review of the literature, it was found that multicultural counseling focuses on the recognition and appreciation of cultural differences, as well as developing the cultural competence of counsellors to provide services that are responsive to the needs of clients with diverse backgrounds. It can help clients understand and appreciate differences, enhance empathy, and develop cross-cultural communication skills.*

*Keywords: Multicultural Counselling, Intercultural Relations, Transcultural Communication*

## Abstrak.

*Keragaman budaya dalam masyarakat modern semakin berkembang, ditandai dengan meningkatnya interaksi antara individu dan kelompok dengan latar belakang yang berbeda. Hal ini dapat menimbulkan tantangan dalam berkomunikasi dan mengembangkan hubungan yang harmonis. Konseling multikultural menawarkan pendekatan yang dapat membantu mengembangkan pemahaman dan keterampilan dalam berinteraksi lintas budaya. Artikel ini mengkaji konsep konseling multikultural dan mekanismenya dalam memfasilitasi pengembangan hubungan antar budaya. Melalui tinjauan literatur, ditemukan bahwa konseling multikultural berfokus pada pengakuan dan penghargaan terhadap perbedaan budaya, serta pengembangan kompetensi budaya konselor untuk memberikan layanan yang responsif terhadap kebutuhan klien yang beragam latar belakang. Hal ini dapat membantu klien memahami dan menghargai perbedaan, meningkatkan empati, dan mengembangkan keterampilan komunikasi lintas budaya.*

*Kata kunci: Konseling Multikultural, Hubungan Antar Budaya, Komunikasi Lintas Budaya*

## **A. Pendahuluan**

In today's age of globalization, intercultural interaction and communication are becoming increasingly important. Every culture has differences that can lead to conflict and chaos if not managed properly (Setijadi, 2022). Therefore, a multicultural counselling approach is needed that can help develop better intercultural relationships.

Multicultural counseling refers to counselling practices that take into account the cultural background of clients and counsellors. (Hufron et al., 2022). It is important to ensure that the consulting process is effective and in line with the needs of the client. Counselling mentoring teachers play an important role in developing multicultural competences, not only for themselves, but also to help learners develop the understanding and skills needed to interact effectively in a diverse environment (Sutra & Shofiria, 2019) (Darmawani et al., 2020).

Multicultural counselling is becoming increasingly important in an increasingly diverse modern society. Some of the reasons why multicultural counselling needs to be developed. Increased intercultural interaction and communication can pose challenges if not properly managed, requiring a sensitive counselling approach to cultural differences. (Setijadi, 2022). Counselling teachers/counsellors must have multicultural competence to provide effective services and to meet the needs of clients with diverse backgrounds. (Putra & Shofiria, 2019). Students also need to develop understanding and skills to interact effectively in a diverse environment (Darmawani et al., 2020).

Multicultural counselling has several key characteristics, namely, first, multicultural counseling focuses on recognition and appreciation of cultural differences. Counsellors must understand the perspectives and cultural values of clients, as well as appreciate their individual uniqueness (Hufron et al., 2022). Counsellors must have a broad understanding of different cultures, reduce bias, and develop cultural-sensitive communication skills. Third, multicultural counselling is responsive to the needs of clients with diverse backgrounds. Consultants must be able to adapt and use an approach that fits the needs and cultural preferences of clients (Putra & Shofiria, 2019) (Darmawani et al., 2020).

## **B. Metode**

This research method is an overview of literature that explores the concept of multicultural counselling and its role in developing intercultural relationships.

## **C. Result and Discourse**

### **1. Result**

Multicultural counselling is effective in developing intercultural relationships through several mechanisms: First, multicultural counseling can help clients understand and appreciate cultural differences. Through the counseling process, clients can explore and understand their own and other people's cultural backgrounds, as well as appreciate each other's uniqueness. Second, multicultural counselling can enhance client empathy towards people from different cultural backgrounds. Third, multicultural counselling can help clients develop cross-cultural communication skills. Counsellors can teach clients effective communication strategies in different cultural contexts, such as understanding and appreciating non-verbal differences, communication styles, and social norms.

### **2. Discourse**

Multicultural counselling is an effective approach to developing intercultural relationships. Through the counselling process, clients can understand and appreciate cultural differences, enhance empathy, and develop cultural-sensitive communication skills. This can help create more effective and harmonious interaction and communication between individuals and groups with diverse backgrounds.

Multiculturally competent consultants play a key role in facilitating this process. They must have a broad understanding of different cultures, can reduce bias, and be able to use approaches tailored to client needs. In addition, the development of multicultural competence among mentoring

teachers is also important to ensure the quality of counselling services that are responsive to the needs of diverse pupils.

In addition, multicultural counselling can also contribute to the creation of a more inclusive and tolerant culture in an educational environment. Through multicultural counselling, learners can develop the understanding and skills needed to interact effectively in diverse contexts. This can help prevent conflict and discrimination, as well as encourage the creation of a more conducive learning environment for all students.

Multicultural counselling is important not only in the context of education, but also in society in general. A culture-sensitive counseling approach can help identify and overcome the systemic barriers faced by minority and marginal groups. By enhancing intercultural understanding and empathy, multicultural counselling can contribute to the promotion of social justice and the creation of more inclusive and egalitarian societies.

The challenges in the implementation of multicultural counselling, such as lack of training, cultural resistance, and differences in values and norms, need to be overcome.

#### **D. Conclusions**

Multicultural counselling is an important approach to enhancing better intercultural relationships. Through the counselling process, clients can understand and appreciate cultural differences, enhance empathy, and develop cross-cultural communication skills. Multiculturally competent counsellors play a key role in facilitating this process. Therefore, multicultural counseling can contribute to creating more effective and harmonious interaction and communication between individuals and groups with diverse backgrounds.

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