

Leveraging Cultural Diversity Competency To Advance Excellence In Health Care

*Led by a Diverse Team of DiversiTeam Facilitators,
And Customized to Meet the Client's Unique Culture, Needs and Goals*

Program Description & Outline Example

This Full or Half-day Workshop is a positive, interactive program designed to raise awareness about the effects of cultural diversity on communication and the quality of health and patient care services, and the need to be culturally competent with all other stakeholders. The session will identify principles, research data and skills to help advance participants' abilities to successfully work with and serve internal team colleagues, patients, clients and customers from all backgrounds.

1. Welcome & Program **Introduction** by Institution Leaders
2. Facilitators' Self-Introductions & **Program Goals**
3. "Perspective" Ice-Breaker Activity
4. Small Group discussion and then reporting to the Full Group of the top two consensus responses to the following statements:
 - Statement #1: "One positive expectation, goal or something I am looking forward to today or, to take back with me...."
 - Statement #2: "One concern, anxiety or something I hope will not take place or be the focus of today is..."
5. Facilitators' public **review of** each of the Small Group's top two plus and minus responses, and using those patterns to identify initial themes, group commitments & reasonable session **expectations**, (including how this design will be adjusted, if appropriate, to best reflect the participants' expressed expectations.
6. **Cultural Diversity Health Care Competencies: Their Bottom-Line Impact** on our patients, their families, our careers, institution, values, mission & the community
7. **Impact of culture** on "their" and "our" personal & professional health perspectives, wants and needs

**Leveraging Diversity to Advance
Individual and Organizational Excellence**

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8. Separating Personal Intent from Professional Behavior & Its Organizational Impact:

Moving beyond blame focus on developing skills to work with people from the “more obvious” diversity categories, (i.e., race, gender, national origin) and the “less obvious” diversity categories, (i.e., socio-economic status, culture, education, job level, job function, work-family balance, age, religion, military experience, sexual orientation, language, disability, work style), to better advance cross-cultural and cross-functional individual and team collaboration, cooperation & high performance as well as to responsively & competently serve & build trusting relationships with patients, clients and families.

Examples of Some Additional Key Concepts, Activities & Issues Potentially Included:

- a.** How is everyone diverse? **b.** Images, perceptions & stereotypes
- c.** Doctor-to-doctor & patient-to-doctor video vignettes for content analysis
- d.** “Talent Selection” videos and processing **e.** Bottom Line benefits of Diversity Competencies
- f.** Research Update on Cultural Diversity’s Impact on Patient Care
- g.** Comfort Zones, Self-Fulfilling Prophecy and Confirmation Bias
- h.** “Interpreter” video and processing **i.** “Performance Appraisal” video and processing
- j.** “Accent” video and processing **k.** “Hospital Humor,” examples and processing
- l.** Multicultural Communication Exercise **m.** Reincarnation Reverse Role Experiential Exercise
- n.** “Patient Language” video and processing **o.** “Nursing Team Misunderstanding” video & processing
- p.** Clinical Relationship Diversity Mnemonic Models.

9. The Diversity Wheel Activity or Reincarnation Exercise: An interactive exercise to support open and safe discussion about our own and others’ similarities & differences, and their impact on respect, trust, compliance, cooperation, loyalty, the valuing of diverse perspectives and life experiences, and merit-based judgments.

10. 4-Step Business Thought Process: Moving From Subjective to Objective Decision-Making:

A model to identify “professional-relevant” & to screen out “professional-irrelevant” diversity characteristics to more fairly, professionally and accurately diagnose & evaluate patient health care issues, compliance, clinical results, talent and performance.

11. Micro-Messages Multicultural Communication Exercise: *“It’s not what you say/do, it’s the way that you say/do it”* -- with managers, employees, patients, families, team colleagues, direct reports and community members

The **4 Key Micro-Message elements** will be presented and demonstrated:

- a.** *Verbal* (What is Said);
- b.** *Para-Verbal* (How it’s said);
- c.** *Non-Verbal* (Body Language); and
- d.** *Contextual* (Who else is there; Previous trust; Culture, e-Mail, Phone, etc.)

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12. **“Best Practices”** successful health care delivery, real **scenarios-examples** that participants experienced or observed, or **“cultural diversity blunders”** that they experienced or observed, (with team members or with patients-families-clients), and key diversity competency learnings that either they or the facilitator(s) can identify.
13. **Case Studies:** Acting as an empowered professional Diversity leader and Change Agent in enriching & improving collaboration, cooperation and success in diverse patient care and/or customer service teams. (Including selected video vignettes & small group discussion)
14. **“It’s Your Call” - Q & A Panel/Clinic:** Participant health care cultural diversity examples of challenges or concerns “back at work” for expert & colleague diagnosis & recommendation
15. **“Ten Factors of Change”** and **“How To “Walk The Talk”** to hold ourselves and others accountable for being more effective professional diversity leaders and change agents back at work, in order to strengthen both our own and others’ ability to leverage cultural diversity awareness, knowledge and skills to help advance our careers, our patients’ and clients’ needs, and to advance our mission of providing the highest quality of health care to people of all backgrounds.
16. **Participant Highlights, Insights, Learnings & Workshop Evaluations**