

Cultural Competence in Health and Human Services



This half-day workshop offers a dynamic introduction to cultural competence in health and human services. The goal is to provide effective services across languages and cultures. The workshop includes film vignettes, planning activities, role plays and other interactive activities. It is based on national standards for cultural and linguistic competence from the U.S. Department of Health and Human Services, Office of Minority Health, as well as federal laws and national best practices.

The solutions offered in this training are practical: basic skills and strategies to overcome linguistic and cultural differences.

Participants will learn about language access requirements; universal communication strategies; best practices to address cultural differences; and tools to develop one's own cultural competence plan.

This in-depth, hands-on workshop opens eyes, builds skills and helps participants to understand that the key to providing culturally competent services is effective communication.

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Agenda

Goal:

Reduce disparities in access to public and community services through the provision of culturally and linguistically appropriate services.

Unit 1: The Need for Culturally Responsive Services

- Culture, diversity and bias
- Language access requirements, standards and legislation
- Culturally responsive services in action

Unit 2: Strategies for Communicating Across Cultures

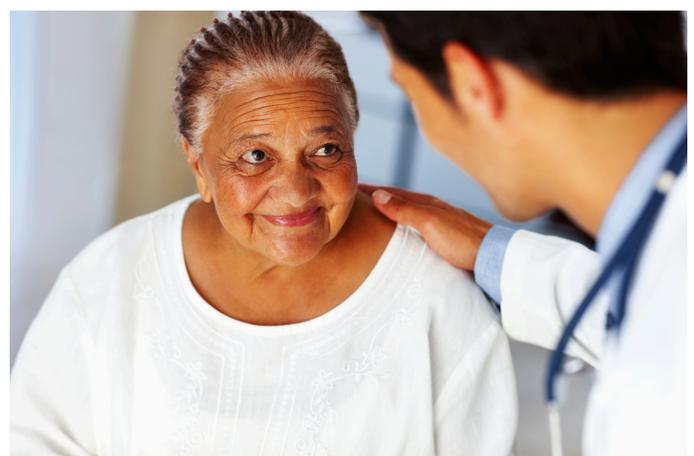
- The LEARN model
- Universal communication strategies -- Applying LEARN
- Communication skills, cultural mediators and community outreach

Unit 3: Developing a Cultural Competence Plan

- Best practices to address cultural differences
- Elements of a cultural competence plan
- Cultural competence checklist
- Cultural competence planning form

Audience

- ✓ Health and allied professionals, including doctors and nurses
- ✓ Mental health providers
- ✓ Social workers
- ✓ Front-line, clerical, human resources and support staff
- ✓ Teachers, principals, reading specialists and other school staff
- ✓ Staff in other education programs, from preschool to community and four-year colleges and universities
- ✓ Bilingual employees and interpreters
- ✓ Speech and occupational therapists
- ✓ Victim services and child advocacy staff
- ✓ Case managers
- ✓ Government social services employees, such as income support specialists, caseworkers and child protective services investigators
- ✓ Nonprofit staff in human and social services
- ✓ Community action staff



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Trainer Bio



Kelly Macías, Ph.d.

Kelly Macías is a writer, trainer and organizational development consultant specializing in cultural competence and diversity, equity and inclusion. She has 19 years experience working with educational, non-profit, government and international organizations to support their efforts in education/training and organizational change—specifically focused on supporting and improving access for racial and ethnic minorities. Kelly has taught cultural competence training to university students and professors, social service agency employees, community workers and congregations, labor union employees and members, elected officials and employees at local, state and federal government agencies. She recently worked full-time at the Service Employees International Union where she was responsible for managing equity and inclusion programs for local unions serving more than 2 million members in the mainland United States, Puerto Rico and Canada.

Kelly earned her Ph.D. from Nova Southeastern University in Conflict Analysis and Resolution with a focus on ethnic and cultural conflict and has worked with organizations in Colombia, Ecuador, Ghana, Guatemala, Jordan, Lebanon, Mexico, Nicaragua, the Philippines, Thailand, Turkey, Uganda, the United Arab Emirates and Vietnam. She works professionally in English and Spanish.

When Kelly is not training or working with organizations, she writes for a variety of publications on the topics of race, gender, conflict and cultural competence in health care.

For more information, or to register for the next session, go to www.cultureandlanguage.net and click on Training or contact the CCC office:

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