

## **Center for Cultural Effectiveness Cultural Competency Training Opportunities**

**Overview:** Becoming culturally competent is a process of understanding one's own belief system and being respectful of others. Culture encompasses religion, class, gender & orientation, race, ethnicity, language, educational level, and many other elements. Let us help you engage your staff to build cultural desire!

Read the descriptions of each training session to determine what program would be most effective in your organization. These trainings can be scheduled at times convenient for you and your staff. The times can be negotiated as well, for example, a training can go for only one hour, or it may be expanded to two hours. The cost of trainings can be negotiated based on the number of hours of training and availability of grant funding.

### **PROGRAMS**

#### **Culture and Cultural Competency (Range 1-1.5 hours)**

This basic cultural competency program will define culture and identify personal and organizational behaviors that impact the delivery of services.

#### **Clinical Case Studies Across Cultures (Range 1-2 hours)**

Participants will discuss practical cases which reveal hidden miscommunications in cross cultural interactions. Time will be allotted for specific questions participants may have about scenarios they have encountered.

#### **Culture Forums (Range:1-2 hours)**

Cultural Advisors from ethnic groups living in your community are invited to share their health beliefs and perceptions of New Hampshire's health care system. Forums can focus on many topics, including dealing with emergencies, primary care, mental health, pregnancy, birth as well as, death & dying.

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### PROGRAMS continued

**Gender & Orientation: (Range: 1-2 hours)** Learn more about disparities experienced by the transgender community. Clarify terms and discuss the concepts of binary and continuum. Explore cisgender privileges and consider strategies to create a more trans-inclusive, gender affirming environment.

**Implicit Bias: Exploring & Understanding how our own biases affect our work (Range: 1-2 hours)** Participants will define bias, prejudice and discrimination, and learn how implicit bias differs. The workshop involves exploring the participant's own biases and shares strategies individuals and organizations can use to manage bias.

#### **Simulated Patients From Diverse Cultures (Range 1-2 hours)**

Simulated Patients are people who act as patients in a role play scenario. We have a cadre of simulated patients from a variety of cultures who interact with participants to explore the health beliefs of their cultures and demonstrate strategies for enhancing patient-provider communication.

**Stigma Across Cultures (Range 3.5 hours):** Many people in need of Mental Health or Substance Use services do not access services. This session will look at language, attitudes, and behaviors that clients encounter and community messaging about MH and SUD. What does culture have to do with not accessing services? What is a micro-aggression? What does "Othering" mean?



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### PROGRAMS continued

**Unpacking Assumptions (Range 1 hour):** Why do we make the assumptions we do? People with substance use disorder and/or mental health challenges sometimes face stereotyping assumptions. Join us in unpacking those assumptions.

**Working With Interpreters (Range: 1-3 hours)**

This training reviews elements of triadic communication and elicits best practices for effectively communicating through interpreters.

### PROGRAMS offered periodically

**A Journey of Anti-racism: (5 part series 2hour sessions).** During this interactive workshop we engage in a series of facilitated discussions on oppression, implicit bias, microaggressions, power & privilege, and moving toward anti-racism.

**The Water We Swim In: Embracing Equity in Medical Practice (3 hours):**

Providers and clinicians have an opportunity to learn more about health equity.

### CUSTOMIZED PROGRAMS

Contact us and we can assist you in developing a program that is responsive to the needs of your organization. [Information@snhahec.org](mailto:Information@snhahec.org)