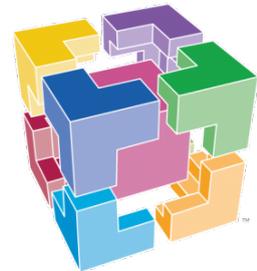


Will deliver the following course as detailed below:

Cultural Competence

Date: 9th March 2023
Location: Virtual Delivery Via Zoom
CPD Points: 3
Times: 1pm-3:45pm
Facilitator: Jane Grant



The NHS is a culturally diverse workforce, bringing skills and expertise from across the globe to keep our nation healthy. Differences in backgrounds and upbringings can result in varying ways of perceiving the world, as well as differing behaviours and communicating styles. These differences can – on occasion – cause confusion, hurt, and even conflict within the work environment. The aim of this programme is to explore culture's influence on perceptions, behaviours and communication styles. Developed for Educators, this workshop will enable delegates to improve their cross-cultural understanding and communication, to improve workplace harmony and effectiveness.

Measurable Aims: At the end of this programme, the delegate can:

- Explain Hofstede's 6 dimensions of culture and be able to apply this knowledge
- Describe the difference between Passive / Assertive / Aggressive
- Describe the 3 steps of questioning to apply when seeking to understand behaviours
- Give feedback using the Situation, Behaviour, Impact model
- Structure a request in a clear (unambiguous) and motivational manner

The Programme Includes:

- Cross-cultural background and diversity within the NHS
- Hofstede's six Dimensions of Culture; their common characteristics and impact
- The use of questioning to understand what is driving behaviours of trainees
- Using the Situation, Behaviour, Impact Model to deliver feedback
- Definition of Assertiveness, and how to apply this in an educational situation
- How to give an unambiguous request for changes in behaviour to a trainee