



# Labor Management Project

## Beyond Diversity...To Cultural Competency

Health Care Reform Learning Symposium  
January 19, 2012

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# Introductions

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# “Tell Us What You Think”

What do you think you know about the Facilitators?

- Age, Background, Ethnicity?
- What assumptions might you have?
- What stereotypes might you have?



# What are Stereotypes?

- Fixed impressions
- Exaggerated or pre-conceived ideas about particular social groups
- Usually based on physical appearance
- Gender, Race, Religion, Age, Weight, Sexual Orientation, Etc.....



# Implications

What are the implications of stereotypes in the workplace?

- Residents, Co-workers
- Family Members



# Video

“BRAIN POWER”



# Perceptual Process

$$\begin{aligned} &\text{Recognition} \\ &+ \\ &\text{Interpretation} \\ &+ \\ &\text{Expectation} \\ &= \\ &\text{Perception} \end{aligned}$$

Perception leads to Behavior



# Jelly Bean Exercise

- Each Participant gets a pack of jellybeans
- Individually “taste” the jellybeans
- Work in small groups to determine “expected” flavors and “real” flavors
- Complete worksheet and present to larger group
- What did you “Observe”, “Sense” and “Experience”?





# Process to Achieve Cultural Competency

1. Observe

2. Sense

3. Experience

3. Understand

4. Appreciate



# Summary

- Wrap-up
- Discuss
- Evaluations