



## WORKSHOP SUMMARY SHEET

**TITLE:** **Beyond Diversity: Developing Cultural Competence**

**LEADERS:** **Rodney Brown and Regina Censullo, Consultants, Labor Management Project**

**SUMMARY:** Beyond Diversity is designed to raise sensitivity and awareness of an increasingly diverse patient/resident population and workforce. By exploring and challenging our own assumptions about people who are different, we can expand our hearts and minds and enhance the delivery of quality patient and resident care.

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**THE CONTENT OF THIS WORKSHOP APPLY TO THE FOLLOWING AREAS:**

Improving Staff/Resident/Patient Satisfaction

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**THE MOST SIGNIFICANT ROLE LABOR-MANAGEMENT COLLABORATION CAN PLAY IN SUPPORTING THIS WORK IS:**

- Creating an environment which is supportive and aware of cultural competency in the workplace.

**THIS INITIATIVE/ INFORMATION WILL AID YOUR FACILITY IN THE CHANGING HEALTH CARE ENVIRONMENT BY:**

- Increase awareness of workplace diversity as it relates to patients, residents and staff.
- Identify ways that our assumptions impact patient care and team effectiveness.
- Develop new approaches for forming relationships with patients and coworkers.

**THE THREE MOST IMPORTANT IDEAS OR LESSONS TO BE SHARED WITH OTHERS ABOUT THIS INITIATIVE:**

1. "Things (and people) are not always what they appear to be"
2. Our past experiences impact our behavior
3. We all need to develop a deeper curiosity about people who are different

**ADDITIONAL RESOURCES:**

- I Celebrate Diversity: [www.icelebratediversity.com](http://www.icelebratediversity.com)