

Cross Cultural Communication Skills Training Day, Friday 5 December 2014 The Nightingale Centre and Genesis Prevention Centre

Cultural Humility: Beyond cultural competence - designed to enhance experience of patients from diverse background

8.30	Arrival & Registration; Tea/Coffee	
9.00	Welcome and Introduction	Dr Attila Vegh, CEO UHSM
9.10	Culture, communication and complaints- key ethical considerations	Tista Chakravarty-Gannon, General Medical Council
9.25	Why do we need Cross Cultural Communication Skills Training?	Prof Anil Jain
9.40	Cultural Competence vs. Cultural Humility: A new way forward	Prof Anil Jain
9.55	Cultural Humility: People, Principles and Practices- Video presentation	Prof Viivian Chevaz
10.30	Microskills of the listening process (Handout)	Dr Gill Reddick
10.40	Tea/Coffee	
10.55	Advanced communications skills: Challenges involved in communication across cultures	Dr Gill Reddick
11.30	Patient/ Carer perspective	
11.40	Effect of Poor Communication on patients	Dr Nusrat Husain
12.00	Self Reflection Exercises	Liz Leaver/ All participants
12.15	Experiential Group Work	Dr Reddick/ Julie Lawton / All Participants
13.00	Lunch and Networking	
14.00	Skills for Trainees: The interpersonal process recall (IPR) method (Handout)	Dr Gill Reddick / Julie Lawton
14.30	Role-play 1: Bringing a real everyday concern to the interview. Practice basic microskills and the use of IPR	All Participants in groups of 3
15.15	Role-play 2: Clinical Care Scenario 1	All Participants in groups of 3
16.00	Role-play 3: Clinical Care Scenario 2	All Participants in groups of 3
16.45	Feedback and conclusions	Anil Jain/ Lester Barr

Course Eligible for RCR 6 Category 1 CME/CPD Credits