

Cross Cultural Communication Skills Training Day, Friday 11 December 2015
The Nightingale Centre and Genesis Prevention Centre

Cultural Humility: Beyond cultural competence - designed to enhance patient experience, patient safety and shared decision making

8.30	Arrival & Registration; Tea/Coffee	
9.00	Welcome and Introduction	Dr Attila Vegh CEO UHSM
9.10	NHS Employers Perspective	Paul Deemer, Head of EDHR NHS Employers
9.35	Why do we need Cross Cultural Communication Skills Training?	Prof Anil Jain
9.45	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	Effect of Poor Communication on patients	Dr Nusrat Husain
10.50	Tea/Coffee	
11.05	Advanced communications skills: Challenges involved in communication across cultures	Dr Gill Reddick
11.40	Microskills of the listening process (Handout)	Dr Gill Reddick
11.50	Patient/ Carer perspective	Dr Anneela Saleem
12.00	Self Reflection Exercises- Interactive Group work	Liz Leaver/ Tista Chakravarty-Gannon, GMC and All participants
13.00	Lunch and Networking	
14.00	Skills for Trainees: The interpersonal process recall (IPR) method (Handout)	Dr Gill Reddick
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/ Anneela Saleem

Course Eligible for RCR 6 Category 1 CME/CPD Credits