

Cross Cultural Communication Skills Training Day, Friday 31 January 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	Public Health Perspective	Prof Rajan Madhok
9.15	UHSM Perspective	Dr Attila Vegh, CEO UHSM
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	Australian Experience	Cathy Hill
11.40	Effect of Poor Communication on patients	Dr Nusrat Husain
12.00	Self Reflection Exercises	Liz Leaver/ All participants
12.25	Experiential Group Work	Dr Reddick/ Julie Lawton / All Participants
13.05	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

Eligible for RCR 6 Category 1 CME/CPD Credits