

Cross Cultural Communication Skills Training Day, Friday 5 July 2013
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 & Introduction	
9.10	Genesis Breast Cancer Prevention Appeal Perspective and Support	Lester Barr
9.15	Why do we need Cross Cultural Communication Skills Training?	Anil Jain
9.35	Cultural Competence vs. Cultural Humility: A new way forward; Understanding the psychology of difference	Chris Gillespie
9.55	Cultural Humility: People, Principles and Practices- Video presentation	Vivian Chevaz
10.35	Microskills of the listening process (Handout and video)	Chris Gillespie
10.45	Tea/Coffee	
11.00	Advanced communications skills: Challenges involved in communication across cultures	Chris Gillespie
11.45	Effect of Poor Communication on patients from diverse background	Nusrat Husain
12.15	Experiential Group Work	Gill Reddick /All Participants
13.00	LUNCH	
14.00	Skills for Trainees: The interpersonal process recall (IPR) method (Handout)	Chris Gillespie
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