

Cross Cultural Communication Skills Training Day, Friday 14 December 2012 The Nightingale Centre and Genesis Prevention Centre

Cultural Humility: Beyond cultural competence - designed to enhance the experience of breast screening and breast cancer care in South Asian women

8.30	Arrival & Registration; Tea/Coffee	
9.00	Welcome & Introduction	
9.15	Genesis Breast Cancer Prevention Appeal Perspective and Support	Lester Barr
9.20	Why do we need Cross Cultural Communication Skills Training?	Anil Jain
9.30	Cultural Competence vs. Cultural Humility: A new way forward	Chris Gillespie
9.45	Understanding the psychology of difference	Chris Gillespie
10.00	Group Activity: Holiday of a lifetime (Handout)	All Participants
10.30	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	Journey of a Breast Cancer Patient- Communication at every step	Claire Mercer/ Anil Jain
12.15	Experiential Group Work	Gill Reddick /All Participants
13.00	LUNCH	
14.00	Skills for Facilitators: The interpersonal process recall method (Handout)	Chris Gillespie
14.30	Roleplay 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	Roleplay 2: Working with reluctance to communicate using non-verbal communication for a woman considering breast screening	All Participants in groups of 3
16.00	Roleplay 3: Working with the fears and taboos associated with breast screening	All Participants in groups of 3
16.45	Feedback and conclusions	Anil Jain