7 Hours of Instruction

Course Subject Matter:
The training provides an introduction to Cultural Competency strategies in a strength-based approach to client management and service delivery that considers culture in all aspects of assessment, treatment, care and discharge. Participants understand the framework and rationale of being culturally competent in client management: use of techniques and to effectively assess clients’ strengths and cultural factors that will help to link clients to appropriate and realistic community resources. Participants engage in practical learning by application of skills and techniques and experience a culturally competent training approach that models strategies to identify and build on client cultural assets, as well as for individual and agency action plans.

Workshop trainers use an experiential model of learning to include lecture, demonstration, case studies, and individual and small group interaction, to stimulate participants’ engagement and practical learning.

The subject matter relates to the scope of practice in community based settings, criminal justice, mental health and public health, education and prevention in its particular attention to building participants’ skills to identify cultural factors in clients that may promote risk and resiliency, and to seek natural and inherent cultural connections and natural supports from within clients’ culture and communities that may enhance treatment and outcomes.

Cultural Competency Training recognizes in participants and clients the fundamental role of “culture” in seeking inherent strengths and capacities, understanding attitudes and beliefs about cultural identities, establishing a practice of honoring culture, and exposing cultural barriers that may exist between clients and providers. Participants explore definitions in diversity and culture; identify awareness of personal stages of cultural competence; practice skills in cross-cultural communication; participate in practical learning experiences for skill development in culturally competent strategies and application; and develop an action plan towards becoming culturally competent, both individually and in their service delivery system.

The training is provided in one full day.

DAY ONE

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| Training Objectives                                                                 | • Establish framework for Cultural Competency  
|                                                                                   | • Identify awareness of personal stages of cultural competence  
|                                                                                   | • Promote understanding of culturally competent skills in cross-cultural communication and service delivery  
|                                                                                   | • Provide practical learning experiences for skill development in culturally competent strategies and application  
|                                                                                   | • Develop an action plan towards becoming culturally competent  
| Knowledge                                                                        | • Diversity Dimensions  
|                                                                                   | • Characteristics of Cultural Competency  
|                                                                                   | • *Bennett* Model of Cultural Competency  
|                                                                                   | • Personal Continuum of Cultural Competence  
| Awareness                                                                        | • Definition of Terms  
|                                                                                   | • Group Résumé  
|                                                                                   | • Barriers to Cross-Cultural Communication  
| Skills                                                                           | • Communication: Skills and Cultural Influences  
|                                                                                   | • Service Delivery: Interviewing and Values & Beliefs  
| Action Plans                                                                     | Inductive Learning: Individual Worksheets for Self and Agency  
| Closing                                                                          | De-brief, Closing, Evaluations, and Certificates  