

Cultural Competence in Health and Human Services

A One-Day Workshop



This one-day workshop offers a dynamic introduction to cultural competence in health and human services. The goal is to provide effective services across languages and cultures. The workshop includes film vignettes, planning activities, role plays and other interactive activities. It is based on national standards for cultural and linguistic competence from the U.S. Department of Health and Human Services, Office of Minority Health, as well as federal laws and national best practices.

The solutions offered in this training are practical: basic skills and strategies to overcome language and cultural differences. Participants will learn about legal requirements for language access and

cultural competence; how to work with an interpreter; evidence-based models for communicating across cultures; and how to develop a cultural competence plan. The program comes in two modules. Part 1 focuses on language and communication; Part 2 addresses how to connect across cultures.

This in-depth, hands-on workshop opens eyes, builds skills and helps participants to understand that the key to providing culturally competent services is effective communication.

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Agenda

Module 1: Language and Communication

Objective 1: Why language matters: a rationale for linguistic competence

- Laws that protect: language laws and patient safety
- Accreditation
- Education and health literacy, readmission rates and quality of care
- The business case: risk and liability, diversity population satisfaction and outcomes

Objective 2: Best practices

- Language access
- Key best practices: bilingual providers; staff and contract interpreters; patient guides; remote interpreting

Objective 3: How to work with interpreters

- Tips for working with interpreters
- Trained vs. untrained interpreters
- Sight translation
- Telephone and video interpreting

Module 2: Bridging Cultures

Objective 1: The impact of culture (WHY culture matters)

- Cultural diversity and cultural competence
- Communication styles

Objective 2: Culturally responsive care (WHAT to do about it)

- The LEARN model
- Universal communication strategies
- Bias and stereotypes

Objective 3: Overcoming cultural barriers (HOW to address culture)

- Best practices to address cultural differences
- Cultural competence tools and checklist
- Planning for success

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Trainer Bio



Marjory Bancroft, MA

Marjory Bancroft, MA, is an international leader in community interpreting. She has lived in eight countries and studied seven languages.

Marjory holds a BA and MA in French linguistics from Quebec City and advanced language certificates from universities in Spain, Germany and Jordan. In addition to her work interpreting and translating, she has taught translation, English and French in several countries for immigrant schools, two universities, continuing education, public schools and the Canadian Embassy in Washington, DC. For three years she managed a nonprofit language bank of 200 interpreters and translators.

In 2001 she founded Cross-Cultural Communications (CCC), the only national training agency for community interpreting and cultural competence. CCC offers The Community Interpreter®, the leading international program in community interpreting with 125 licensed trainers in 26 U.S. states and six other countries. She is also the Executive Director of THE VOICE OF LOVE, a national nonprofit agency that supports interpreting for victims of torture, war trauma and sexual violence.

The author of numerous publications and training curricula, Marjory speaks and keynotes widely at conferences across the U.S. and abroad. She sits on international committees and is the world Project Leader for a new ISO International Standard on general interpreting requirements.

For more information, or to register for the next session,
go to www.cultureandlanguage.net and click on **Training** or contact the CCC office:

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