

Learning from and communicating with diverse populations

Learning objectives

The aim of this workshop will be to:-

- Understand the historical and contemporary UK context of 'competing' and often 'contradictory' equality, cultural and human rights framework the NHS has to operate within
- Understand the hierarchy of cultural and religious rights and entitlements between staff and patients
- Understand how to use a human rights perspective to 'acknowledge' cultural/religious rights, but maintain a professional work ethic and etiquette to ensure patients' 'best interests' are advocated at all times
- Understand and learn from the cultural, religious and the diversity of patients and carers' presentation and health choices
- Understand and reconcile one's own beliefs/behaviours and conscious/unconscious bias (we all have biases – we just need to keep them in check!)
- Understand how to deal with complex and challenging behaviours and belief systems
- Understand how to build inclusive leadership and communication skills to better understand service development needs for diverse communities
- Explore the inter-colleague factors that give rise to racism within a professional environment"
- Explore practical steps delegates can take when faced with racism in the workplace"

Programme	
9.00	Registration
9:30	Introductions and expectations
9:45	Background and Context: GMC requirements, CQC Standards, Patient expectations (PALS), The Leadership Academy Model, Patient Safety
10.00	Appreciative Enquiry: Understanding how to apply a human rights centred technique when communicating with patients
10.30	Moral compass exercise: An opportunity for delegates to understand and reconcile their own beliefs/behaviours and conscious/unconscious bias
10.45	Case studies: Delegates consider appropriate use of discretion in developing 'best care' for the patient
11:15	Break
11.30	Understanding the law: Understanding Cultural Factors and examining our own beliefs and behaviours.

11.45	Cultural rights V Human rights: Considering two of the main approaches for achieving a fair and equal society and work environment - the “Cultural Rights” or “Identity” Approach and the “Human Rights” Approach.
12.15	Interaction and Learning outcomes: Recap of the morning session drawing out key learning points and approaches
12:30	Lunch
1:30	Interpersonal skills with different cultures: Identifying the issue: cultural, personal or urgent? Interactive discussion based on case studies of complaints
1.45	Delivering a patient-centred service: Practise Session with the engagement of actors to demonstrate and apply key skills and learning
2:45	Break
3.00	Delivering a patient-centred service: Practise Session with the engagement of actors to demonstrate and apply key skills and learning
4:00	Plenary and Debrief: Learning from Practice Session and individual reflection on learning (personal development planning)
4:30	Summary and close