

Training Toolkit

Connecting Diversity to Improved Outcomes
Healthcare Training Toolkit

VisionSpring
Inclusion Learning Loop

Connecting Diversity to Improved Outcomes

Introduction

What is an Inclusion Learning Loop Training Toolkit?

The Inclusion Learning Loop™ training toolkits are complete out-of-the box training curriculums that provide Inclusion Learning Loop™ members access to a library of diversity and inclusion related workshops. All of our toolkits include facilitator materials, a PowerPoint presentation, pre-work or foundational materials and an action planning worksheet. Each of our training toolkits equips trainers with all the information, tools and materials needed to deliver a rich and comprehensive development experience.

The Inclusion Learning Loop™ training toolkits are designed to be delivered by experienced diversity and inclusion practitioners, trainers and/or facilitators. The content addressed in each of the training toolkits does tackle and address somewhat sensitive issues and therefore some basic D&I knowledge is required. Some workshop topics require more diversity knowledge and experience than others.

What is the Connecting Diversity to Improved Outcomes Healthcare Training Toolkit?

The *Connecting Diversity to Improved Outcomes Healthcare Training Toolkit* is an awareness building workshop and addresses topics relating to the case for diversity in healthcare. While some of the exercises require some diversity and inclusion competency and may result in heated debate, this workshop does not address particularly sensitive or charged topics. **Any skilled trainer with a minimum, baseline knowledge of diversity and inclusion can deliver this workshop.**

Who is it designed for?

The target audience is care providers, healthcare administrators and staff, especially managers of people or departments, team leaders, managers of customer service and/or managers of community outreach.

How can you use it?

The *Connecting Diversity to Improved Outcomes Healthcare Training Toolkit* can be incorporated into your organization's diversity and inclusion training and development offerings. It is designed as a half-day workshop to help healthcare professionals make connections between diversity and inclusion and driving improved outcomes.

This workshop can be effectively executed in 3.5 – 4 hours for an ideal audience size of 20 – 30 participants.

Exercise Objectives:

The *Connecting Diversity to Improved Outcomes Healthcare Training Toolkit* helps healthcare professionals connect diversity and inclusion to the ability to deliver culturally competent quality care. As a participant you will:

- Deepen your understanding of diversity, inclusion and cultural competence
- Strengthen the case for diversity in healthcare
- Align D&I competency with your goals and priorities
- Explore ways in which a diverse and inclusive skill set can help enhance manager effectiveness
- Develop an action plan for incorporating session outcomes into day-to-day interactions

Materials:

Flip chart and markers

Tape to post flip chart pages

Name tags or cards (depending on audience)

Copies of Action Planning Worksheet for each participant

A PowerPoint of the presentation is available on the Inclusion Learning Loop™ - [link](#)

Workshop Agenda

Suggested Participant Pre-work:

Listen to the Cultural Competence Thought-Leader Podcast Interview with Sara Taylor - [link](#)

Read the article: The Business Case for Diversity: Connecting D&I to Quality Care Delivery – [link](#)

Welcome and Introductions

Present Session Agenda

Review Workshop Ground Rules

Section I – The What, Who and Why of Diversity and Inclusion – Presentation (1 hour)

The What, Who and Why of Diversity and Inclusion – Presentation and Interactive Discussion

Section II – Cultural Competence - Small Group Discussion (30 minutes)

- 1a) Please describe a scenario where cultural competence could have impacted your ability to make effective decisions.
- 1b) Leveraging 20-20 hindsight as your guide, think about what cultural knowledge or information could have positively impacted your decision making process and changed the outcomes of that decision in more positive ways. Through page 7
- 1c) Describe how.
- 1d) What would you do differently if you could have a redo?

Section III – Patient/Customer Interaction Scenarios – Small Group Exercise (1 hour – 1.5 hours)

- 2a) Present the Patient Connections Framework to participants.
- 2b) Assign each group the scenario(s). Ask each group to think about how the Customer Connections Framework can help ensure interactions with customers/patients are culturally sensitive.
- 2c) Have each group share their outcomes and recommendations.
- 2d) Debrief the exercise with the group.

Section IV – Inclusive Management – Small Group Discussion (30 minutes)

- 3a) Reflecting on the attributes of an inclusive manager, please describe how one's ability to manage inclusively can enhance his/her effectiveness as a manager.
- 3b) Expanding upon that discussion, discuss how one's effectiveness as a manager directly correlates to the organization's ability to deliver culturally competent quality service and/or care.

Section V – Wrap Up, Actions and Next Steps (45 minutes)

- 4a) What have we learned as a result of this workshop today?
- 4b) Reflecting on the conversation work independently to fill out the action plan.

Facilitator Preparation: Review Content and Materials

Familiarize Yourself with the Workshop Materials and the Content

1. Review Facilitator Guide
2. Review PowerPoint
3. Review foundation materials to become knowledgeable on the content - [link](#)

Decide if you will Assign Participant Pre-work

The Cultural Competence Podcast - Thought-Leader Interview with Sara Taylor can be used in one of several ways. (1) You can assign it as pre-work; (2) You can listen to it as a group at the start of Section I; or (3) you can listen to it yourself and present an overview.

1. Listen to the Cultural Competence Podcast - Thought-Leader Interview with Sarah Taylor - [link](#)
2. Decide how you'd like to use the Podcast
3. If assigning as pre-work, send the link to all participants one - two weeks before the workshop
4. Share article found in the Foundational Materials Section, *The Business Case for Diversity: Connecting D&I to Quality Care Delivery* with participants - [link](#)

Assemble all Workshop Materials

1. Review materials list / and secure through proper channels
2. Decide if you are going to print participant materials or supply them electronically to all workshop attendees.
 - a. If yes, print participant materials - [link](#)
 - b. If no, print scenarios and worksheets for all participants - [link](#)
 - c. If no, print action planning worksheets for all participants - [link](#)

Review Workshop Ground Rules

1. Review provided ground rules
2. Edit if necessary

Welcome and Introductions

Welcome, Workshop Objectives and Agenda

Say: I would like to welcome and thank all of you for participating in our Connecting Diversity to Improved Outcomes Workshop. Throughout the course of the day we will help you better understand how Diversity and Inclusion can help you achieve your goals and support your priorities, particularly as it relates to the quality of care delivery.

This workshop will help you:

- *Deepen your understanding of diversity, inclusion and cultural competence*
- *Help strengthen the case for diversity in healthcare*
- *Align D&I competency with your goals and priorities*
- *Explore ways in which a diverse and inclusive skill set can help enhance your effectiveness as a manager*
- *Develop an action plan for incorporating session outcomes into day-to-day interactions*

I would like to take a moment to review our day's agenda:

- *We'll start with a review of our ground rules and introductions*
- *Section I - The What, Who and Why of Diversity and Inclusion: Presentation*
- *Section II - Cultural Competence: Small Group Discussion*
- *Section III - Patient/Customer Interaction Scenarios: Small Group Exercise*
- *Section IV- Inclusive Management: Small Group Discussion*
- *Section V- Wrap Up, Actions and Next Steps*

Workshop Ground Rules

- Listen actively -- respect others when they are talking
- Be open to new ideas
- Do not be afraid to respectfully challenge one another by asking questions, but refrain from personal attacks -- focus on ideas
- Maintain confidentiality (what we say here does not leave the room)
- Say **OOPS** and, or acknowledge when you may unintentionally say something and wish you had not.
- Say **OUCH** when someone's words or actions may hurt you
- Parking Lot
- Have Fun