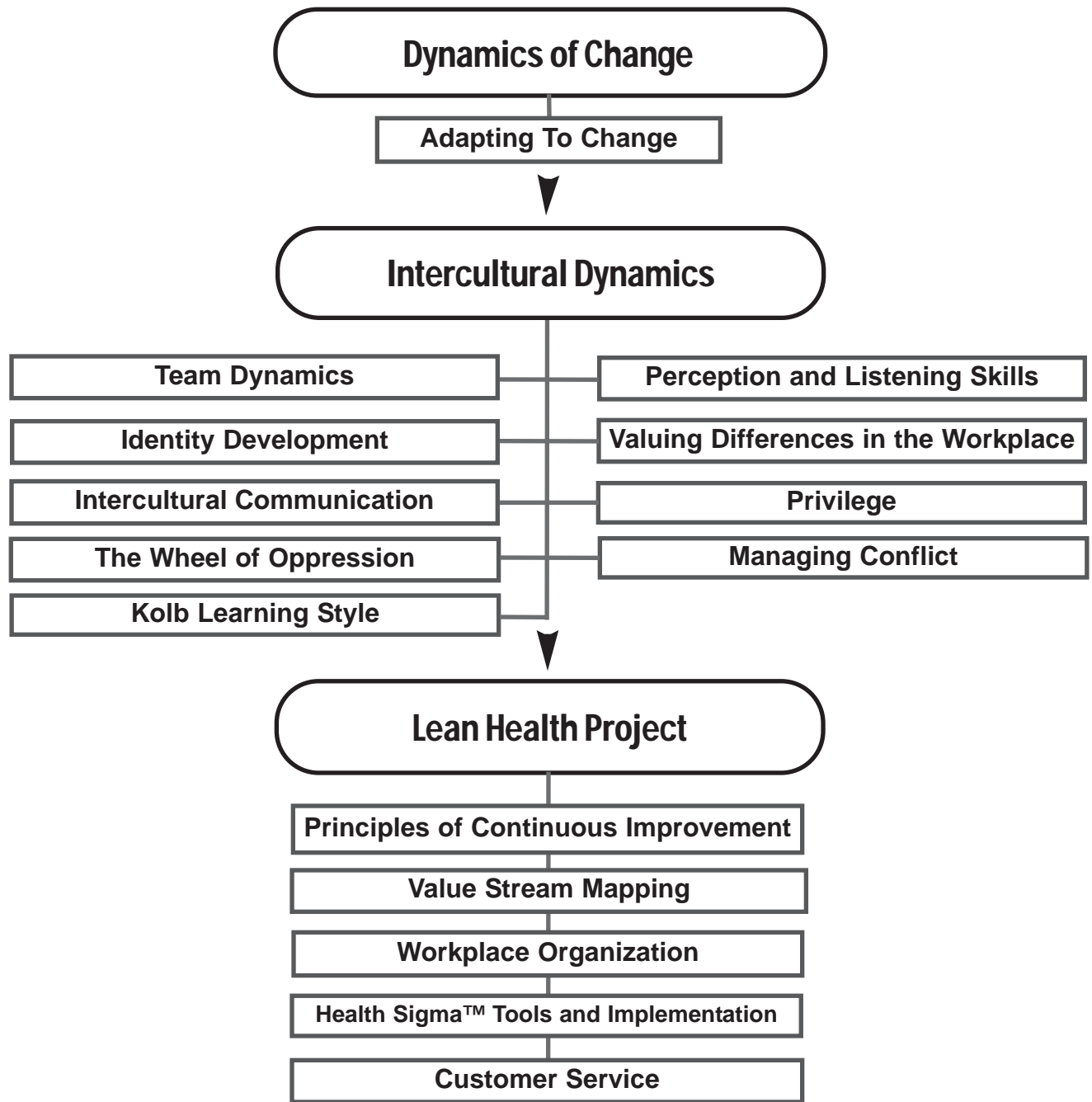


# Intercultural Communication & Lean Health Initiatives



*This educational program was developed with funding from:*



For more information, contact Pat Balstad, Director of Lifelong Learning, at (218) 773-4524 .

## Course Descriptions

### **Adapting to Change (4 hours)**

This unit explores the opportunities for growth and achievement through personal and organizational change. It provides employees with skills they need to reduce or eliminate stress during times of required change, and shows them how to apply their individual gifts in positive ways to changes being made in the workplace. It gives them tools to overcome the fear, procrastination and limitations that often appear in the change process, and shows them how to leverage their success for faster change.

### **Team Dynamics (12 hours)**

This module helps the organization identify its current state of ethno-relative development using a state-of-the-art tool known as the IDI, or Intercultural Development Inventory. Participants then apply the Developmental Model of Intercultural Sensitivity (DMIS) to exercises and activities to expand their intercultural awareness. The highlight of this module is the preparation and delivery of an intercultural event for staff, patients and families. This event builds a better integrated workforce, and also gives the organization a tool, if desired, for improved public relations.

### **Identity Development (12 hours)**

This area will focus on identity development through self awareness, activities, films, and panel presentations specific to the healthcare realm. Learners will not only look at how they define their own culture, but will also take a focused look on how that culture fits in to the organizational structure. Learners will then develop their intercultural skills and become familiar with how to recognize differences, thus enhancing trust, receptiveness, and cooperation in all facets of the workplace environment.

### **Intercultural Communication (16 hours)**

This module will focus on the many facets of intercultural communication and communication styles. Participants will be introduced to intercultural differences in communication including: high/low context, power distance, polychronic/monochronic, detached/attached/intuitive, and collectivism/individualism. Trainers will also introduce the concept of time management based on cultural background.

### **The Wheel of Oppression Modules (8 - 56 hours)**

Trainers will focus on specific rungs in the oppression wheel. Trainers and administrators will choose, based on results from the IDI and the ICS, which areas require more development to advance the organization on the IDI continuum. These modules are individual and can be offered in 4-8 hour increments.

• **Age (8 hours)** • **Race (8 hours)** • **Socio Economic (8 hours)** • **Ability (8 hours)** • **Sexual Orientation (8 hours)** •

**Spiritualism (8 hours)** • **Gender (8 hours)**

### **The Kolb Learning Style (4 hours)**

Trainers will utilize alternative assessment tools to illustrate personal and group styles when working in teams. All are self scored assessments that assist participants in the intercultural development process.

### **Perception and Listening Skills (8 hours)**

Trainers will introduce the DIE model (Describe, interpret, evaluate) to participants. The goal in this module is to create a work environment that is free from judgment and allow individuals to accept ambiguity. Development of this area allows for change management within organizations.

### **Valuing Differences in the Workplace (12-16 hours)**

Trainers will illustrate to learners the value associated with a diverse workplace. It is statistically proven that groups that are not homogenous are more effective, creative, and functional. This saves organizations a significant amount of money in employee training, retention, and prevents legal ramifications that can be costly on a variety of levels.

### **Privilege (16 hours)**

This module will introduce to learners the concept of privilege and an understanding of those privileges. Privilege is the right, advantage, or immunity granted to or enjoyed by persons beyond the common advantage of all others; an exemption in many particular cases from certain burdens or liabilities. An example of this would be the ability for some groups to readily receive healthcare while others cannot. Recognition of those privileges creates an awareness and understanding among group participants which transcends into all facets of life.

### **Managing Conflict (12 hours)**

This unit builds on the skills and awareness gained during the Team Dynamics project by helping individuals identify their own Intercultural Conflict Style. Using the Intercultural Conflict Style (ICS) tool, participants practice understanding, working with and caring for people of varying conflict styles to build bridges of understanding and respect as well as to manage and resolve differences. Practice with this tool allows individuals to gain confidence in their ability to communicate with and understand people of diverse cultures, races, ages and temperament.

### **Principles of Continuous Improvement (8 hours)**

This unit will take the employees through the concepts of continuous improvement to include charting, metrics, quality, and waste elimination. This will be applied through projects - directly showing benefit to each organization and the bottom-line cost savings of each organization.

### **Value Stream Mapping (16 hours)**

This module examines current processes within the organization with an eye to eliminating waste and improving value and satisfaction for patients and their families. During each session, sequences are mapped for greater understanding and identification of where waste occurs. Participants then use the remaining sessions to change their processes to eliminate problems of waste. The results of Value Stream Mapping are exciting and energizing, as they almost always deliver immediate cost or time savings that grow over time.

### **Workplace Organization (24 hours)**

This unit builds on the results of Value Stream Mapping projects by getting employees to systematize their approach to organizational cleanliness and order. This module helps eliminate obstacles to efficiency, promoting quality, safety, productivity and employee involvement in all areas of the organization. A 5S project, called a Kaizen Blitz, is performed, allowing employees to sort, set-in-order, shine, standardize and sustain an optimum working environment in any one particular area.

### **Health Sigma™ Tools and Implementation (40 hours)**

This unit takes the understanding developed in the previous two modules and puts it to work on one or more projects that are designed to eliminate defects and mistakes in the service delivery process. The Health Sigma program applies a Six-Sigma, or defect-free paradigm to healthcare delivery, and can be applied anywhere in the organization where mistakes are costing lives, jobs or money. The training hours of this module are largely spent in the actual data collecting and problem-solving process, not in learning theories. Project -based learning will focus specifically on an area where at least \$50,000 in cost savings can be achieved over the course of one year.

### **Customer Service (12 hours)**

This unit takes the success, confidence and cooperation built in the succeeding modules and applies them to the process of customer service. The Disney model of customer service is introduced and discussed, along with other highly successful customer service paradigms. Participants create a customer service plan that fits with their new understanding of lean culture and begin its implementation.