

Precepting with Confidence and Competence

May 24th, 2010

7:30 a.m. - 4:00 p.m.

Bethesda Hospital: Indihar Room



Please read the attached document: *How Does Culture and Diversity Impact Training and Learning?*

Description/Purpose Statement

Research has shown that the number one reason why new employees stay or leave is the quality of their orientation. Having strong, knowledgeable preceptors to bring the new employee into the workplace is essential to retaining quality employees. The purpose of this class is to learn about the role and responsibilities of the preceptor, how to prepare for the orientee, and strategies to maximize learning. You'll also find out how culture and age can impact the orientation and how to deal with real-life precepting situations.

Target audience

This class was designed for nurses who are new to the preceptor role; however, other health care professionals are welcome to attend.

Schedule

7:30 - 7:45 a.m.	<i>Registration</i>	
7:45 - 8:45a.m.	Preparing for the Orientee	Peggy Berg
8:45 - 9:00 a.m	<i>BREAK</i>	
9:00 - 9:45 a.m.	Preparing for the Orientee (continued)	Peggy Berg
9:45 - 10:00 a.m	<i>BREAK</i>	
10:00 – 12:00 Noon	Beginning Orientation	Lynn Duane
12:00 – 1:00 p.m.	<i>LUNCH</i>	
1:00 - 2:15 p.m.	Considerations in Precepting	Amy Daly
2:15 - 2:30 p.m.	<i>BREAK</i>	
2:30 - 4:00 p.m.	Problem Solving	Amy Daly

Contact Hours

For attending this class, you are eligible to receive:

7.8 Minnesota Board of Nursing contact hours /6.50 ANCC contact hours.

Criteria for successful completion: If you are an ANCC-certified nurse, you must attend the ENTIRE activity to achieve the objective and receive contact hours.

The Twin Cities Health Professionals Education Consortium is an approved provider of continuing nursing education by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Please Read!

- Check the attached map for directions to the class and assistance with parking.
- Certificates of attendance will be distributed at the end of the day.
- You should dress in layers to accommodate fluctuations in room temperature.
- Food, beverages, and parking costs are your responsibility.
- If you are unable to attend after registering, please notify the Education Department at your hospital or TCHP at (651) 254-0885.
- In the case of bad weather, call the TCHP office at 651-254-0885 and check the answering message to see if a class has been cancelled. If a class has been cancelled, the message will be posted by 5:30 a.m. on the day of the program.
- More complete class information is available on the TCHP website at www.tchpeducation.com.



HOW DOES CULTURE/DIVERSITY IMPACT TRAINING AND LEARNING??

What is Culture?

It's the development or improvement of the mind by education or training. Culture is the learned and shared knowledge, beliefs, attitudes, practices and values of a group used to interpret day-to-day experiences. We are teaching our preceptees our "cultures" of our workplace.

*What kind of cultures are you a part of? *Does your nursing unit have a certain culture? Your family?

What is Cultural Competency?

It's a process of working effectively in cross-cultural situations. Cultural competence recognizes, affirms, fosters, and values the strengths of individuals, families, and communities and protects and preserves the worth and dignity of each.

*What are the unwritten rules of your unit? *Are they the same everywhere else in your facility?

*Is it part of your precepting responsibility to inform the new employee of these 'cultural specifics'?

How do I show respect and compassion without insulting my preceptee?



All cultures demand respect and show it differently. The important thing is that compassion shows through your body language and the tone of your voice across all cultures.

- The Hmong Culture considers prolonged direct eye contact as rude behavior
- The Vietnamese Culture often show respect by bowing their heads, but a loud voice or finger pointing is considered disrespectful.
- The Hispanic Culture usually avoids direct eye contact with authority figures (which you, as a preceptor, may be included)
- The Somali Culture does not touch members of the opposite gender outside of the family--handshaking with the opposite gender is not done. Tasks completed with the left hand are seen as "impolite"; always use right hand.

Bottom line is to be respectful and ask if you are unsure of proper communication etiquette with your preceptee. Celebrate your differences and learn from each other.

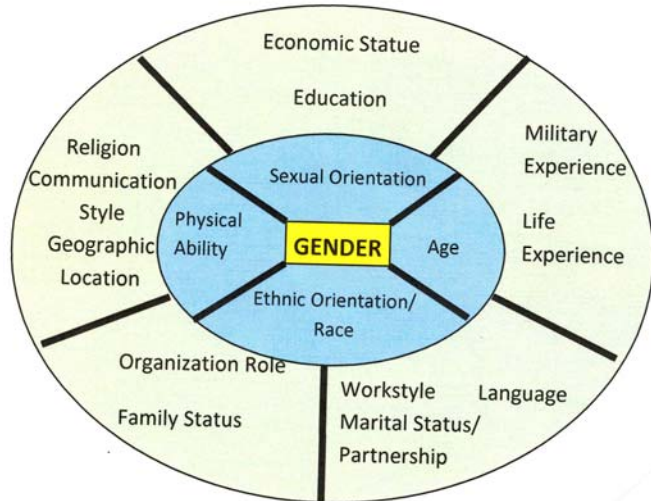
What is Diversity?

It's the theory of racial, cultural and ethnic diversity that applies to the demographic make-up of a specific place, usually at the scale of an organization (school, business, neighborhood, city or nation). Diversity is made up by our unique characteristics:

• Age	• Height
• Appearance	• Personality
• Language	• Political Affiliation
• Communication Style	• Race
• Country of Origin	• Religion
• Disabilities	• Sexual Orientation
• Culture	• Technical Expertise
• Education	• Thinking Style
• Family Situation	• Weight
• Gender	• Working Style

Understanding Diversity Dimensions

This model provides a way to understand how diversity impacts everyone. As you look at the model notice the different dimensions of diversity:



"**Internal dimensions**" or "core dimensions" (inner circle) are considered to be dimensions that may not be easily changed by individuals.

- Gender
- Nationality and Ethnicity
- Social Class Background
- Sexual Orientation
- Age
- Mental and Physical Capability
- Religion / Worldview

"**External dimensions**" (outer circle) are characterized by their variableness.

- Geographic Location
- Income
- Personal Habits
- Recreational Habits
- Religion/ Worldview
- Educational Background
- Work Experience
- Appearance
- Parental Status
- Marital Status

How do I apply this to Precepting?

As nurses and preceptors, we work with people who are different from us in many ways. How can we create a safe, collegial environment in which we all feel comfortable? Below are six Fundamental Patterns of Cultural Differences to acknowledge when precepting.

1. Different Communication Styles
2. Different attitudes toward conflict
3. Different approaches to completing tasks
4. Different decision- making styles
5. Different attitudes toward disclosure
6. Different approaches to knowing

Take a moment to remember your first job and how you felt as a new grad. Do you remember how you felt as an orientee? Do you remember your best preceptor? Your worst? So here's what you need to do to improve your overall working environment:

- ✓ Strive to bring out the best in each other everyday
- ✓ Instead of asking others to change to accommodate us, help them to perform at their highest level
- ✓ Treat others the way **THEY** want to be treated.
- ✓ Don't get defensive about your weaknesses, instead graciously allow others to complement you with their strengths
- ✓ Tell others we appreciate the unique strengths they bring to the team
- ✓ Don't make assumptions of other team members
- ✓ Don't take actions, words or perceived behaviors personally
- ✓ Learn from generalization, but don't stereotype. Ask.
- ✓ Listen
- ✓ Look at the situation as an outsider and put yourself in someone else's shoes

Written by: Amy Daly, BSN, RN, Staff Educator at the Minneapolis VA Medical Center

Indihar Classroom in Bethesda Hospital

Bethesda Hospital

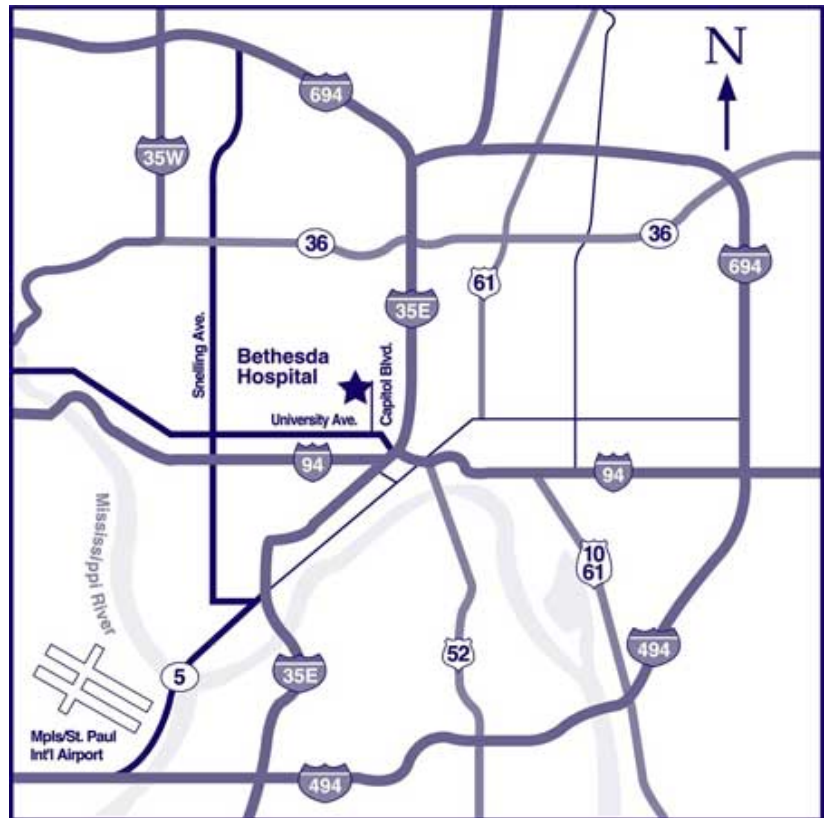
559 Capitol Boulevard, St. Paul, MN 55103

Main Hospital: (651) 232-2000

TCHP Main number: (651)254-0885

Once you enter Bethesda Hospital, take the North elevators to 7th floor. The classroom is right next to the elevator.

The Bethesda cafeteria is available for meals and snacks. A microwave is available in the cafeteria for those bringing their lunch. Please dress in layers to accommodate fluctuations in room temperature.



From the West

Follow 94 East to Marion Street exit. Turn left (North) on Marion Street to University Avenue. Turn right (East) on University Avenue past Rice Street to the State Capitol. Turn left on Park Street at the State Capitol. Follow Park Street two blocks to Como Avenue and turn right. Parking is available on the first level of the 75 Como Avenue parking ramp. Free parking is also available in the employee lot of Bethesda Hospital or on surrounding side streets. Parking is also available for a fee in the Bethesda parking ramp on Park Street.

From the East

Follow 94 West to 12th Street exit. Follow 12th Street exit to Jackson. Turn right (North) on Jackson to University Avenue. Turn left on University Avenue (West) and follow to State Capitol. Turn right on Park Street at the State Capitol. Follow Park Street two blocks to Como Avenue and turn right. Parking is available on the first level of the 75 Como Avenue parking ramp. Free parking is also available in the employee lot of Bethesda Hospital or on surrounding side streets. Parking is also available for a fee in the Bethesda parking ramp on Park Street.

From the North

Follow 35E South to the University Avenue exit. Turn right (West) and follow University Avenue to the State Capitol. Turn right on Park Street at the State Capitol. Follow Park Street two blocks to Como Avenue and turn right. Parking is available on the first level of the 75 Como Avenue parking ramp. Free parking is also available in the employee lot of Bethesda Hospital or on surrounding side streets. Parking is also available for a fee in the Bethesda parking ramp on Park Street.

From the South

Follow 35E North to the State Capitol exit. Follow exit (11th Street) to Cedar Street and turn left (North). Stay on Cedar Street past the State Capitol to Como Avenue. Turn left (West) on Como one block to the Como parking ramp (on your right). Parking is available on the first level of the 75 Como Avenue parking ramp. Free parking is also available in the employee lot of Bethesda Hospital or on surrounding side streets. Parking is also available for a fee in the Bethesda parking ramp on Park Street.

If you park in the Bethesda ramp, you will pay using a computerized system at the ramp exit. There are no attendants on duty. You can pay with a credit card or cash. Exact change is not required.