



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

Precepting with Confidence and Competence

September 22, 2010

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

Regions Hospital – North Oaks Room 2016 A/B

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.

Before you come to class

Please read the attached document, "How Does Culture and Diversity Impact Training and Learning?"

Schedule

7:30 - 7:45 a.m.	<i>Registration</i>	
7:45 - 8:45a.m.	Preparing for the Orientee	Pam Milberger
8:45 - 9:00 a.m.	<i>BREAK</i>	
9:00 - 9:45 a.m.	Preparing for the Orientee (continued)	Pam Milberger
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: All participants must attend the program and complete the evaluation form to receive contact hours. If you are an ANCC certified nurse, you must attend the ENTIRE activity to receive contact hours for it.

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.

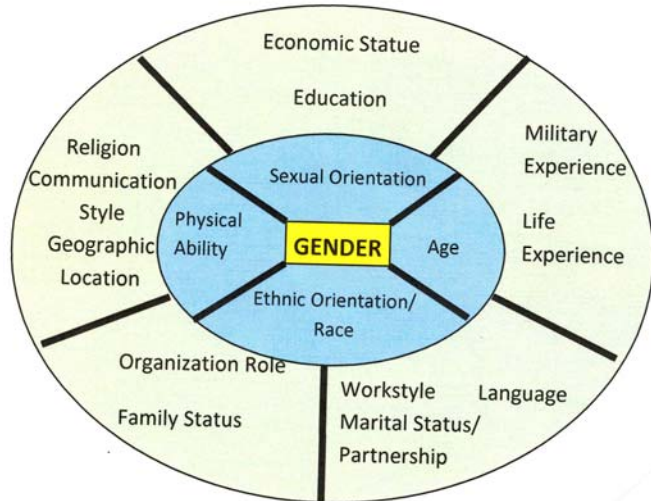
What is Diversity?

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?

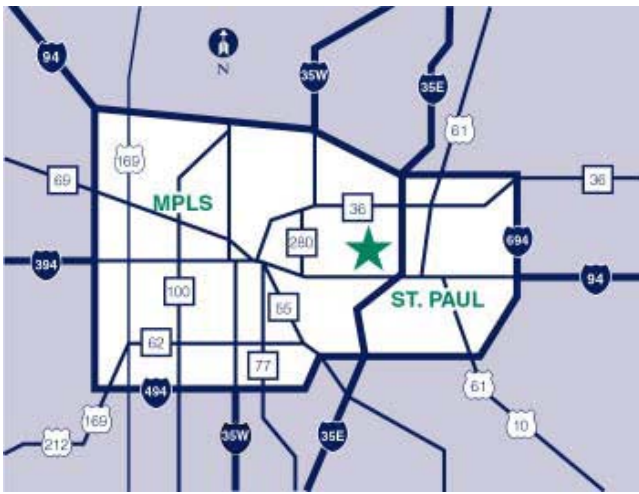
As nurses and preceptors, we work with people who are different from us in many ways. How can we create a safe, collegial environment in which we all feel comfortable? Below are six Fundamental Patterns of Cultural Differences to acknowledge when precepting.

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



640 Jackson Street
St. Paul, MN 55101

For automated directions to the hospital, please call
(651) 254-2377

Driving Directions to Regions Hospital

Regions Hospital is located at the intersection of Jackson Street and University Avenue, just a few blocks away from the State Capitol and the junction of Interstates 94 and 35E. The Main entrance to the hospital is on Jackson Street.

From the North:

Take 35E southbound and exit on University Avenue. Turn right on University. Turn left on Jackson Street.

From the East:

Take I-94 westbound to the 12th Street exit. Take an immediate right on Jackson Street.

From the West:

Take I-94 eastbound to the Marion Street exit. Turn left on Marion, right on University Avenue and right on Jackson Street.

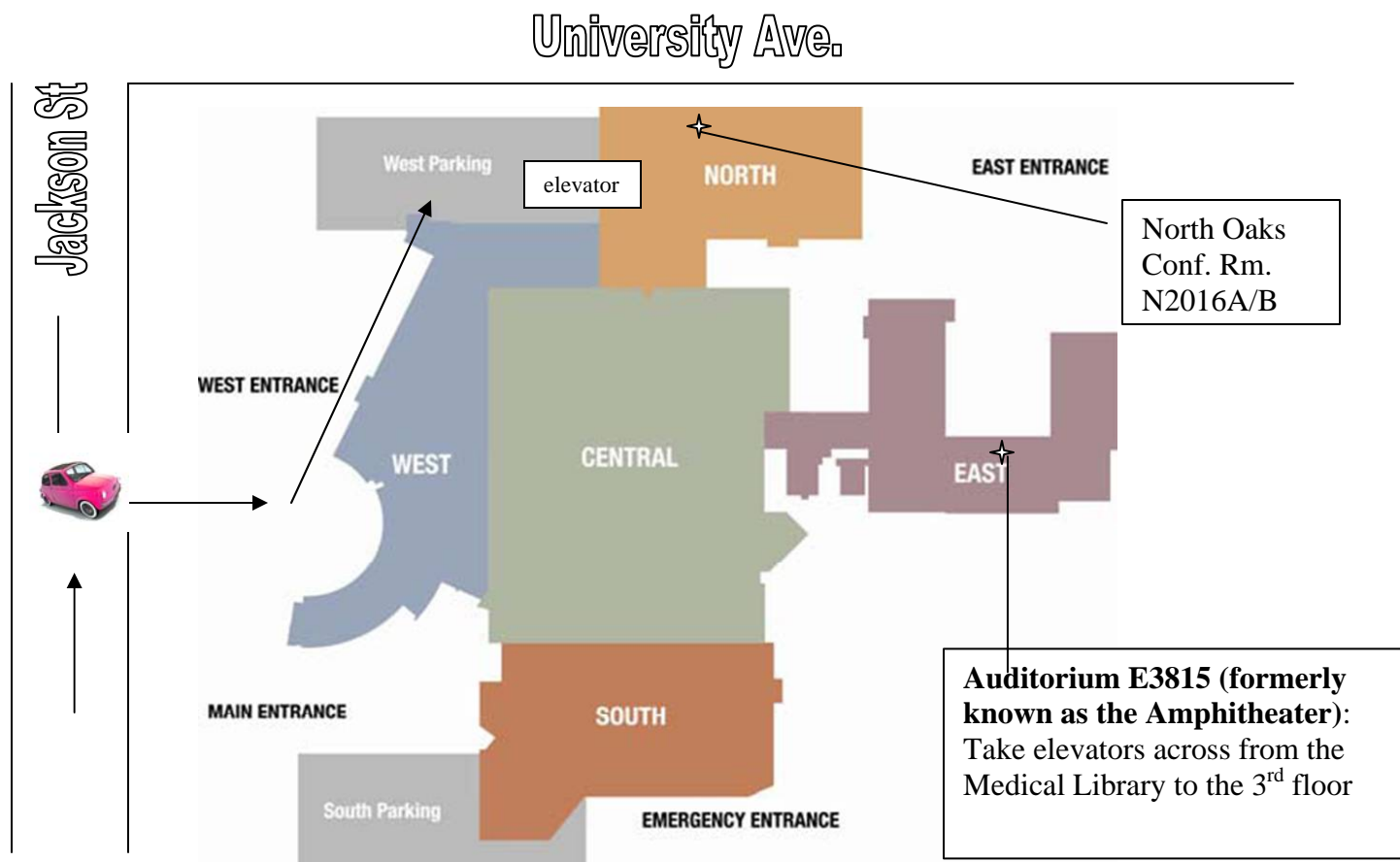
From the South:

Take 35E northbound to the 11th Street exit. Turn left on Jackson Street.

*Parking is available in the West Parking Ramp. Please park in any spot designated "Reserved Regions Hospital Only." Discounted vouchers will be available for purchase at class.

New Way-Finding at Regions Hospital—Please Read!

Regions Hospital has been making some changes that will ultimately making finding your way around the hospital campus easier. In the interim, however, the names for buildings, rooms, and parking areas will be changing. Please consult the directions and map below to get you to your Regions Hospital destination.



To get to the rooms:

Park in the West Parking Ramp located on the corner of University Ave. and Jackson St.: Park in any spot labeled “Reserved Regions Hospital Only.” Take the Gillette Hospital/Regions North Conference Room Elevators to 2nd floor (marked on the map). Please note that this set of elevators is not available above level D in the ramp.

For the North Oaks Conference Rooms N2016A/B: Turn left off the elevators and follow the hallway around. The rooms will be on your right.

For the Auditorium E3815 (formerly known as the Amphitheater): Turn right off the elevators and head straight down the hallway in the Central Building until it “T’s.” Take a left, heading into the East building. There is a stairway and elevator on your left, across from the Medical Library. Take either to 3rd floor. The auditorium is located directly behind the elevator (turn right off the elevator and then right again).