

Closing the Gap

Cultural Competency Training Series

May 16, 2015

The Basics

9:00am - 12:00pm, \$175

Training Objectives:

- Establish a clear and shared understanding of the concepts of diversity and culture
- Develop an awareness of the impact of personal culture on communication
- Identify tools and strategies for effective cross cultural communication

June 11, 2015

Working Effectively with Language Services

9:00am - 12:00pm, \$175

Training Objectives:

- Discuss the importance of interpreter services
- Understand the issues of legal liability
- Identify strategies to work effectively with interpreters

July 25, 2015

CLAS Standards Implementation Workshop

\$175 half day, \$325 full day

9am - 12pm: CLAS Overview

- History of the CLAS Standards
- Purpose of the CLAS Standards
- Overview of the 15 Standards

1pm - 4pm: Implementation Workshop

- Case Studies
- Action Plan

For registration and inquiries, please contact
ccprograms@xculture.org



CCHCP is a nonprofit training and consulting organization founded in 1992. The organization's mission is to serve as a bridge between communities and health and human services institutions to advance access to quality health care that is culturally and linguistically appropriate.

Topics covered

Culture and Cultural Competence

The Compelling Reasons

Health Literacy

Health Disparities

Stereotypes vs. Generalizations

Interpreting vs. Translating

Choosing Appropriate Interpreters

Regulations and Mandates

How to Conduct a Pre-Session

The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care

CLAS Implementation Strategies

And much more

“One of the best cultural competency courses I’ve participated in over the years.”

– Arkansas Department of Health training participant