

Hosting a Cultural Awareness Workshop for Health Service Integration Partners

Description:

This tool provides a sample agenda for a cultural awareness workshop and several checklists on how to host a workshop.

How it can be used:

The ultimate goal of your health service integration initiative is to create respectful ways to work across organizations and cultures to improve services for your people. One challenge has been to build awareness and cultural competency amongst partners. Hosting a cultural awareness workshop (or two or three) can be a valuable learning exercise for all partners. Use this tool to help you plan the content and the logistics.

A universal consideration when working across organizations and cultures is the need to build awareness and sensitivity of the different cultures. This doesn't just happen, it requires intention and planning to ensure the opportunities for learning are provided. One option is to host a workshop that can build cultural awareness and lay a foundation for more sensitive cross-cultural interactions. Be sure to include all partners of both the guiding group and the working group.



Use the workshop facilitation best practices below to improve the structure and approach of your workshop.

Using Effective Questions

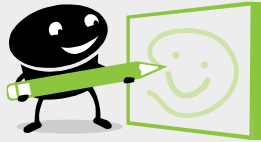

"The right question at the right time directed to the right person/people."

If you want to....	You might say...
Stimulate everyone's thinking	<i>"I'd like to hear from everyone on this..."</i>
Allow people to respond voluntarily or avoid putting an individual on the spot	<i>"What experiences have any of you had with this...?"</i>
Stimulate one person to think and respond	<i>I – "How should we handle this, (participant name)?"</i>
Tap the known resources of an expert in the group	<i>(Participant name) "Sue, you have a lot of experience...what would you do?"</i>

Questions – Do's and Don'ts

	
Ask clear and concise questions covering a single issue.	Ask rambling ambiguous questions that cover multiple issues.
Ask challenging questions that will stimulate thought.	Ask questions that don't provide an opportunity for thought.
Ask reasonable questions based on what people know.	Ask questions that people can't answer.
Ask honest and relevant questions.	Ask trick questions to catch people or make fun.

Some Best Practices and Worst Practices in leading a workshop

<p style="text-align: center;">Best Practices</p> 	<p style="text-align: center;">Worst Practices</p> 
Acknowledge Elders and the territory	Assume that everyone knows what is going on
Carefully assess the needs of the group	Be oblivious to what the group thinks or needs
Probe sensitively into people's feelings	Use inappropriate humour
Create an open and trusting atmosphere	Fail to listen carefully to what's being said
Help people understand why they're there	Lose track of key ideas
View yourself as a helper to the group	Take poor flipchart notes
Make participants the centre of attention	Try to be the centre of attention
Use simple and direct language	Change the meaning of what someone said
Work hard to stay neutral	Get defensive
Bring energy and use eye contact if appropriate	Get into personality battles
Be appropriately assertive	Be insensitive to cultural diversity
Champion ideas even if they aren't your beliefs	Put people down
Treat all participants as equals	Let conflict go on or disrupt the session
Stay flexible and be ready to change direction	Let a few people dominate the meeting
Make notes that reflect what participants mean	Never check how the meeting is going
Listen intently to understand what is being said	Be overly passive on process
Pay attention to body language	Not acknowledge Elders in the room
Periodically summarize complex ideas	Push ahead on an irrelevant agenda
Know how to use a range of discussion tools	Have no alternative approaches
Stay on track using a timekeeper	Impose your own ideas or your own agenda
Make sure every session ends in a good way	Let discussions get badly sidetracked
Ensure that participants feel ownership	Let discussions end without proper closure
End on a positive and optimistic note	Fail to know when to stop the discussion
Use the wisdom of participants	Never check out member concerns

As important as the content of a workshop is, if the logistics aren't considered, the value of the content could be lost. People will not learn from a workshop where they can't hear the speaker, or there isn't sufficient opportunity for participation.

Logistics

The logistics of a workshop can make the difference between an effective learning experience and a disorganized event. By ensuring each element is considered and planned for, you'll save yourself and your participants a lot of frustration.

Timing

What is the date of your workshop? What time will it start and end? Have participants been informed of the date? Do you need to consider travel time for people from out of town?

Room Set up

How many people will be attending the workshop?

The way the room is set up is important and can either help or hinder discussions.

It is suggested that small tables be used or have people sit in chairs in a circle.

Equipment

What equipment will you need for your workshop?

- Laptop (loaded with the slide presentation)?
- Projector and screen?
- Flipcharts (one for the front and one for each small table)?

Materials

What materials will you need for this workshop?

- Basket for cellphones (it is suggested that participants turn off their cellphones and put them away or in the basket)?
- Name tags?
- Table tents (for people to write their names on at the tables)?
- Masking tape?
- Sticky notes (Post-it Notes)?
- Fidget basket (optional – filled with mints, sticky notes, pens, stress balls, etc.)?

Documents

Ensure you have enough copies of all the documents. Perhaps they could be in folders at each seat.

- Agenda
- Participant handouts for each activity
- Any additional reading resources
- Evaluation form

Below is a sample agenda for a one-day workshop, including some examples of content and different exercises.

SAMPLE AGENDA

Time	Activity	Notes
9:00	Opening by Elder	Confirm if there will be smudging and if it is allowed in the venue. Offer tobacco if appropriate.
9:15	Welcome Overview of the workshop Ice-breaker exercise Discuss norms (e.g., agree on what are the rules in your session: no cellphones, one person speaks at a time, etc.)	Introduce yourself. Explain logistics (restrooms, etc.). Ensure everyone has an agenda.
9:45	Provide a history of First Nations people in your area. Share a real life story that brings the history of your people to life.	Have each participant write one positive and one challenging aspect in their lives. Have them share as they are comfortable.
10:30 Morning break		
10:45	Talk about the sacred teachings – the teachings that are applied to everyday life and work for First Nations. Some call them the Seven Sacred Teachings, others call it working ‘in a good way’ or with ‘a good mind and good spirit’. They are: Love, Respect, Courage, Honesty, Wisdom, Humility, Truth.	Share stories of how these teachings might affect how clients interact with care providers.
12:00 Lunch		
1:00	Undertake case studies – one scenario for each small group	In small groups, have each person examine a scenario where a client faces issues related to cultural misunderstanding. Have them share their suggestions with the group.
2:30 Afternoon break		
2:45	Have each table come up with one aspect of integration that is working well. Have them present it to the group and discuss how it could be expanded upon and the concept spread to other organizations.	Use this to leave the session in a positive way, focusing on what is working and finding ways to spread the effective approaches.
3:45	Closing Round Table	Each person shares their take-away from the day.
4:00	Closing Prayer	