



South Central Public Health Partnership

TRAINING PROFESSIONALS TO PROTECT THE PUBLIC

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Managing Diversity Begins with You- Intermediate Level

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The purpose of this intermediate course is to acquire a conceptual framework with tools to manage diversity in the workplace as a way of improving service delivery, quality, and accessibility. It is expected that each participant will be able to identify their role in their own organization with respect to diversity and cultural competency and to position their organization as a leading organization in the delivery of culturally competent services.

Learning Objectives

- To manage workplace diversity by enhancing communication skills
- To manage workplace diversity by enhancing conflict resolution skills with individuals and groups representing diverse cultures
- To manage workplace diversity by enhancing awareness, acceptance, and understanding of diverse health care beliefs and practices (Complementary and Alternative Medicine)

Competencies

- Identifies the role of cultural, social, and behavioral factors in determining the delivery of public health services

* *Council on Linkages between Academia and Public Health Practice*

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