



Location: Zoom webinar—link sent to participants via email

Trainers: Michelle Ly, LMFT

Prerequisite:
This course has a prerequisite of completion of the CCA series.

Course Description

This 1-hour interactive live webinar is designed for administrative staff who have taken the Cultural Competency Foundational series. The purpose of this course is for administrative staff to apply the skills they learned in the series, within their specific roles.

Learning Objectives

Upon completion of this training, participants will be able to:

- Explain two ways that cultural responsiveness increases the effectiveness of your specific role as an administrative support professional
- Discuss the impact of nonverbal cues and other culturally influenced forms of communication on trust and rapport building with individuals/families receiving services
- List three actions you will take to enhance cultural responsiveness in your everyday practice
- Examine your organization’s policies and practices to identify opportunities to improve cultural responsiveness

Audience

Administrative support staff who have completed the Cultural Competency Foundational training series.

Registration:

Please email RIHS@sdsu.edu to be registered for this training.

Email RIHS@sdsu.edu if you have any questions. This training is FREE of charge to BHS County employees and contractors.

Continuing Education: This course does not meet the qualifications for continuing education credit.