



Cultural Competency Academy

CCA Management Virtual Training Booster

Date and Time: May 5, 2020 or May 19, 2020 1:00pm-3:00pm

Virtual Training: Zoom link will be sent out to registered participants prior to the training date.

Trainer:

Shannon Nosenzo, LMFT

Prerequisite:

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

Course Description

This course is designed for managers who have taken the Cultural Competency Foundational Training Series, to apply the skills they learned in their specific roles in management. The purpose of this course is for managers to apply what they had learned. Educational Goal: To improve the application of culturally competent services in the delivery of behavioral health services.



Click here to see the [training outline](#)

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 a manager
- 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

Audiences

Managers 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 meets the qualifications for **2** hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences. The Academy for Professional Excellence is approved by the American Psychological Association to sponsor continuing education for psychologists and the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs and LEPs, Provider #91928. The Academy for Professional Excellence is approved by the California Board of Registered Nursing, Provider # BRN CEP15014; CCAPP-EI, Provider # 1S-98-398-0820, and CAADE Provider # CP10-906-CH0320 for **2** contact hours/CEHs. The Academy for Professional Excellence maintains responsibility for this program and its content. CE certificates will be available for download 5 business days after course completion. Click here for information on how to [obtain CE Certificates](#). Click here for the [CE Grievance Procedure](#).



We create experiences that transform the heart, mind and practice.

