

The Need for Cultural Competence Training

Research on Cultural Competence Training

While we might assume that discrimination and bigotry are caused by bigots, the reality is bias, prejudice and discrimination are part of the human condition (Banaji, Bazerman & Chung, 2003). Cultural competence training aims to increase understanding and improve service delivery systems to meet the needs of different racial and ethnic populations.

How does the program work?

The Cultural Competence Education Training Program will give participants the tools needed to help effectively interact with people of different cultures in a way that is respectful, responsible, and sensitive to their linguistic needs. The standards target health care professionals; however, they can easily be adapted to fit other service areas. Cultural competence training covers three key areas: attitudes, knowledge, and skills. The goals of this training are to:

1. Increase service provider's self-awareness and acceptance of the diverse populations they serve,
2. Equip service providers' with the tools needed to communicate effectively, give high-quality service and build better provider-patient relationships,
3. Motivate service providers to seek to eliminate racial and ethnic health disparities.

Who are the trainers?

The Regional Oral Health Consultants (ROHCs) and staff of the Mississippi State Department of Health Office of Oral Health are licensed trainers in cultural competency in the state of Mississippi. Trainers have undergone extensive training that has equipped them to understand the concept of culture and how it is reflected in beliefs, values, and behaviors of various groups. They are all well-versed in educational methods and demonstrate strong teaching skills valuable in a wide-range of training environments and levels.

What are the Benefits?

Upon the completion of the training healthcare professionals will have:

1. Greater self-awareness and receptivity to diverse patient population,
2. Increased creativity in problem-solving based on new perspectives, idea creation, and strategizing,
3. Improved quality of care which can contribute to the elimination of racial and ethnic health disparities.

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Cultural Competence Training Enrollment Form

The Mississippi State Department of Health Office of Oral Health provides cultural competence training that focuses on implementing process-oriented tools and concepts that will assist the practitioner in developing better provider-patient relationships. The goal of this training is to give organizations' the tools needed to improve their quality of services and to create a more effective and broader outreach to reduce disparities in access to care.

Contact Name: _____ Title: _____

Email: _____ Organization Address: _____

City: _____ State/Zip: _____ County: _____

Phone: _____ Fax: _____

Number of Staff Members Attending Training: _____

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