

BRIDGING CULTURAL COMMUNICATION

FUNDAMENTAL ROOTS

Purpose:

The purpose of this workshop is to develop in the learner cultural intelligence through bridging cultural conversations with cultural humility.

This will be accomplished through encouraging personal reflection, increasing awareness of personal tendencies and unconscious bias, recognizing the risk of cultural imposition, and overcoming cultural barriers through applying basic principles of cross- and intercultural communication.

Objectives:

By the end of the workshop, the learner will be able to:

1. Define culture
2. Verbalize the difference between generalizing and stereotyping
3. Explain the risk of cultural imposition
4. Describe Arthur Kleinman's Explanatory model
5. Describe Hofstede's Framework for cross cultural communication
6. Identify cultural humility and develop cultural intelligence

By the end of the practical application of the workshop, the learner will be able to:

1. Identify a cross cultural communication situation
2. Demonstrate the use of the principles of Arthur Kleinman's Explanatory model
3. Demonstrate cultural humility in action

Workshop outline:

- Full-day workshop
- Morning session: pre-assessment, didactic, self-reflection
- Afternoon session: case scenarios / practical application, post assessment at completion
- Theoretical competency assessment available for use by organization

"Hedi conducted a one-day Cross-Cultural Communication workshop for nearly 50 of our team members that directly work with our customers. Hedi was well received by our team. Her style allows participants to connect with her and feel valued for their experiences that they bring. Examples of comments on the evaluations included "Hedi was amazing! This was one of the best cross-cultural communication trainings I've been a part of" and "Hedi was very knowledgeable in this subject matter with great examples of personal connection with many different cultures and experiences." This workshop is well organized and includes a strong purpose statement and learning objectives. The course is interactive and the material is a compilation of theory, research, personal experiences, and case studies that allows every learner to connect with Hedi and the content. I can't say enough good things about Hedi and her consulting!"

*Megan Stephenson, Director, Organ Procurement
Iowa Donor Network*

Hedi Aguiar RN, MSN

Hedi grew-up as a Third Culture Kid (TCK). Having lived on four different continents and in seven different countries, she is quadrilingual and from a young age, cultural humility and integration was an expectation and a need to be able to adjust and adapt quickly to her ever-changing environment.

Due to her life experience and with her professor's encouragement, the topic for her final Masters' project as a Clinical Nurse Specialist was on bridging cultural communication, a hot topic in the healthcare community. Hedi worked as a critical care nurse and worked within the organ procurement field for many years. She has presented both locally, nationally and internationally on this topic and over the years has provided trainings on various soft skills.

In 2018, she started her own training business called Fundamental Roots.

