

Test Your Skills™ for Healthcare Professionals

Audience: All employees who work in a healthcare setting

Duration: 20-30 minutes each

About These Courses

Healthcare professionals actively improve their cultural competency skill sets through these dynamic, simulated interactions. Each Test Your Skills™ course introduces a diverse individual who presents a range of common cross-cultural issues, and guides the learner to effectively navigate the interaction toward resolution using Quality Interactions' "Five Steps of Engagement."

Test Your Skills courses imitate real interactions by prompting the learner to choose questions and statements that move the discussion forward. The learner's selections generate the individual's responses, as well as personalized feedback that covers key concepts and skills.

Learning Outcomes

- Understand and identify common cross-cultural issues
- Deploy effective engagement techniques to acknowledge differences in opinion and explore the other person's side
- Utilize negotiation skills for solving issues and settling on a plan that works for both parties

The image displays three overlapping screenshots of the 'Test Your Skills' interactive course interface. The top screenshot shows the course title 'Test Your Skills™ for Healthcare Professionals: Dr. Singh' and a row of five diverse individuals. The middle screenshot shows the 'Five Steps of Engagement' menu with a video of a doctor and a patient. The bottom screenshot shows the 'Steps 1 & 2' section with a goal to understand Mrs. Kozinski's concerns and three radio button options for starting the conversation. A 'SUBMIT' button is visible at the bottom right of the interface.

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