

Precepting with Confidence and Competence

December 13th, 2017

7:30 a.m. - 4:00 p.m.

Minneapolis VA Health Care System

Room 4U-106 (in the Medical Library)



You must print out your own course materials! None will be available at the class. Click on the link below to access:

www.tchpeducation.com/coursebooks/coursebooks_main.htm

If the link does not work, copy and paste the link (web page address) into your internet browser. Available 1 week prior to class.



Please read the attached document:
How Does Culture and Diversity Impact Training and Learning?

Description/Learning Outcomes

Research has shown that the number one reason why new employees stay or leave is the quality of their orientation. Having strong, knowledgeable preceptors to bring the new employee into the workplace is essential to retaining quality employees. The learning outcome is to improve the learner's ability to: Identify what their role and responsibilities will be as a preceptor, prepare for the orientee, describe how culture and age can impact the orientation, utilize strategies to maximize

learning and manage real-life precepting situations.

Target audience

This class was designed for nurses who are new to the preceptor role; however, other health care professionals are welcome to attend.

Before you come to class

Please read the attached document, "How Does Culture and Diversity Impact Training and Learning?"

Schedule

| | | |
|--------------------|--|--------------|
| 7:30 - 7:45 a.m. | Registration | |
| 7:45 - 8:45a.m. | Preparing for the Orientee | Lynn Duane |
| 8:45 - 9:00 a.m | <i>BREAK</i> | |
| 9:00 - 9:45 a.m. | Preparing for the Orientee (continued) | Lynn Duane |
| 9:45 - 10:00 a.m | <i>BREAK</i> | |
| 10:00 – 12:00 Noon | Beginning Orientation | Lynn Duane |
| 12:00 – 1:00 p.m. | <i>LUNCH</i> | |
| 1:00 - 2:15 p.m. | Considerations in Precepting | Kristen Mion |
| 2:15 - 2:30 p.m. | <i>BREAK</i> | |
| 2:30 - 4:00 p.m. | Problem Solving | Kristen Mion |

Contact Hours

| | |
|--|---|
| For attending this class, you are eligible to receive: | <p>7.8* or 6.50** contact hours (see below).</p> <p>Criteria for successful completion for all: You must read the primer, complete the post-test and evaluation, and submit it to TCHP for processing. If you are an ANCC certified nurse, you must complete the application process with TCHP.</p> <p>The Twin Cities Health Professionals Education Consortium is an approved provider of continuing nursing education by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.</p> |
| <p>*Denotes contact hours used for renewing licensure with the MN Board of Nursing or other Board that uses a 50 min/contact hour formula. These contact hours will be issued unless you request contact hours that comply with the ANCC formula.</p> <p>**Denotes contact hours used for renewing Nursing Certification with ANCC or other organization that uses the formula of 60 min/contact hour. You must request these contact hours on the evaluation form if you need them.</p> | |

Please Read!

- Check the attached map for directions to the class and assistance with parking.
- Certificates of attendance will be distributed at the end of the day.
- You should dress in layers to accommodate fluctuations in room temperature.
- Food, beverages, and parking costs are your responsibility.
- If you are unable to attend after registering, please notify the Education Department at your hospital or TCHP at 612-873-2225.
- In the case of bad weather, call the TCHP office at 612-873-2225 and check the answering message to see if a class has been cancelled. If a class has been cancelled, the message will be posted by 5:30 a.m. on the day of the program.
- More complete class information is available on the TCHP website at www.tchpeducation.com.



HOW DOES CULTURE/DIVERSITY IMPACT TRAINING AND LEARNING??

What is Culture?

It's the development or improvement of the mind by education or training. Culture is the learned and shared knowledge, beliefs, attitudes, practices and values of a group used to interpret day-to-day experiences. We are teaching our preceptees our "cultures" of our workplace.

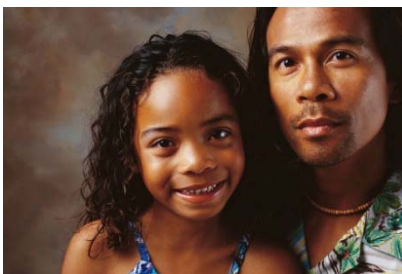
*What kind of cultures are you a part of? *Does your nursing unit have a certain culture? Your family?

What is Cultural Competency?

It's a process of working effectively in cross-cultural situations. Cultural competence recognizes, affirms, fosters, and values the strengths of individuals, families, and communities and protects and preserves the worth and dignity of each.

*What are the unwritten rules of your unit? *Are they the same everywhere else in your facility?
*Is it part of your precepting responsibility to inform the new employee of these 'cultural specifics'?

How do I show respect and compassion without insulting my preceptee?



All cultures demand respect and show it differently. The important thing is that compassion shows through your body language and the tone of your voice across all cultures.

- The Hmong Culture considers prolonged direct eye contact as rude behavior
- The Vietnamese Culture often show respect by bowing their heads, but a loud voice or finger pointing is considered disrespectful.
- The Hispanic Culture usually avoids direct eye contact with authority figures (which you, as a preceptor, may be included)
- The Somali Culture does not touch members of the opposite gender outside of the family--handshaking with the opposite gender is not done. Tasks completed with the left hand are seen as "impolite"; always use right hand.

Bottom line is to be respectful and ask if you are unsure of proper communication etiquette with your preceptee. Celebrate your differences and learn from each other.

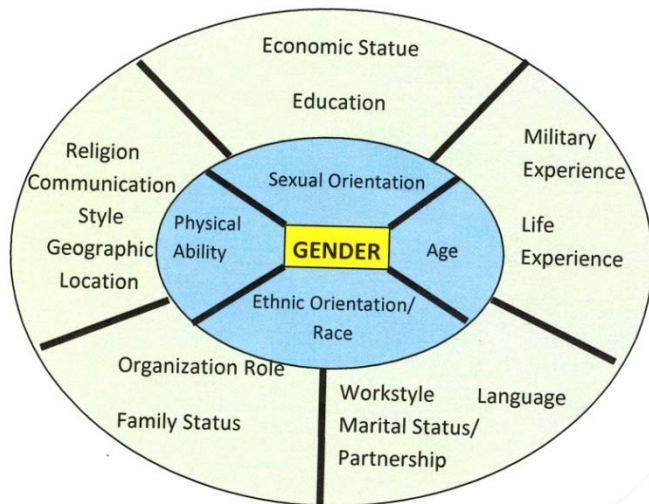
What is Diversity?

It's the theory of racial, cultural and ethnic diversity that applies to the demographic make-up of a specific place, usually at the scale of an organization (school, business, neighborhood, city or nation). Diversity is made up by our unique characteristics:

| | |
|-----------------------|-------------------------|
| • Age | • Height |
| • Appearance | • Personality |
| • Language | • Political Affiliation |
| • Communication Style | • Race |
| • Country of Origin | • Religion |
| • Disabilities | • Sexual Orientation |
| • Culture | • Technical Expertise |
| • Education | • Thinking Style |
| • Family Situation | • Weight |
| • Gender | • Working Style |

Understanding Diversity Dimensions

This model provides a way to understand how diversity impacts everyone. As you look at the model notice the different dimensions of diversity:



"**Internal dimensions**" or "core dimensions" (inner circle) are considered to be dimensions that may not be easily changed by individuals.

- Gender
- Nationality and Ethnicity
- Social Class Background
- Sexual Orientation
- Age
- Mental and Physical Capability
- Religion / Worldview

"**External dimensions**" (outer circle) are characterized by their variableness.

- Geographic Location
- Income
- Personal Habits
- Recreational Habits
- Religion/ Worldview
- Educational Background
- Work Experience
- Appearance
- Parental Status
- Marital Status

How do I apply this to Precepting?

As nurses and preceptors, we work with people who are different from us in many ways. How can we create a safe, collegial environment in which we all feel comfortable? Below are six Fundamental Patterns of Cultural Differences to acknowledge when precepting.

1. Different Communication Styles
2. Different attitudes toward conflict
3. Different approaches to completing tasks
4. Different decision- making styles
5. Different attitudes toward disclosure
6. Different approaches to knowing

Take a moment to remember your first job and how you felt as a new grad. Do you remember how you felt as an orientee? Do you remember your best preceptor? Your worst? So here's what you need to do to improve your overall working environment:

- ✓ Strive to bring out the best in each other everyday
- ✓ Instead of asking others to change to accommodate us, help them to perform at their highest level
- ✓ Treat others the way THEY want to be treated.
- ✓ Don't get defensive about your weaknesses, instead graciously allow others to complement you with their strengths
- ✓ Tell others we appreciate the unique strengths they bring to the team
- ✓ Don't make assumptions of other team members
- ✓ Don't take actions, words or perceived behaviors personally
- ✓ Learn from generalization, but don't stereotype. Ask.
- ✓ Listen
- ✓ Look at the situation as an outsider and put yourself in someone else's shoes

Written by: Amy Daly, BSN,MSN, RN, Staff Educator
at the Minneapolis VA Medical Center

Minneapolis VA Health Care System –4U-106

One Veterans Drive
Minneapolis, MN 55417

Directions to the MVAHCS

From the East (St. Paul): Take 35E south to West 7th/Highway 5 exit. Turn right at the top of the exit ramp. Continue on 5 to the Fort Snelling exit and stay to the right as you follow the exit around. You will “Y” into traffic coming from the Mendota bridge. Move to the right and exit on 55 west. As you exit on 55 west, it will “Y” almost immediately. Stay to the left and go straight through the stoplight. You will be on Minnehaha. Follow Minnehaha to the stoplight in front of the VA and turn left into the parking lot. If you miss the “Y” continue to the next stoplight (54th) and turn left. Go to stop sign (Minnehaha) and turn left again. Go to the stoplight in front of the VA and turn right into the parking lot.

From the Southeast: Take 35E to 110 west. Take the 55 west/Fort Snelling exit. Go to the far righthand lane as soon as you exit to continue on 55 west. Go over the Mendota Bridge, move to the right lane and exit to follow 55 west. As you exit on 55 west, it will “Y” almost immediately. Stay to the left and go straight through the stoplight. You will be on Minnehaha. Follow Minnehaha to the stoplight in front of the VA and turn left into the parking lot. If you miss the “Y” continue to the next stoplight (54th) and turn left. Go to stop sign (Minnehaha) and turn left again. Go to the stoplight in front of the VA and turn right into the parking lot.

From the North: Take 35W south to 62 east. *Follow directions below.

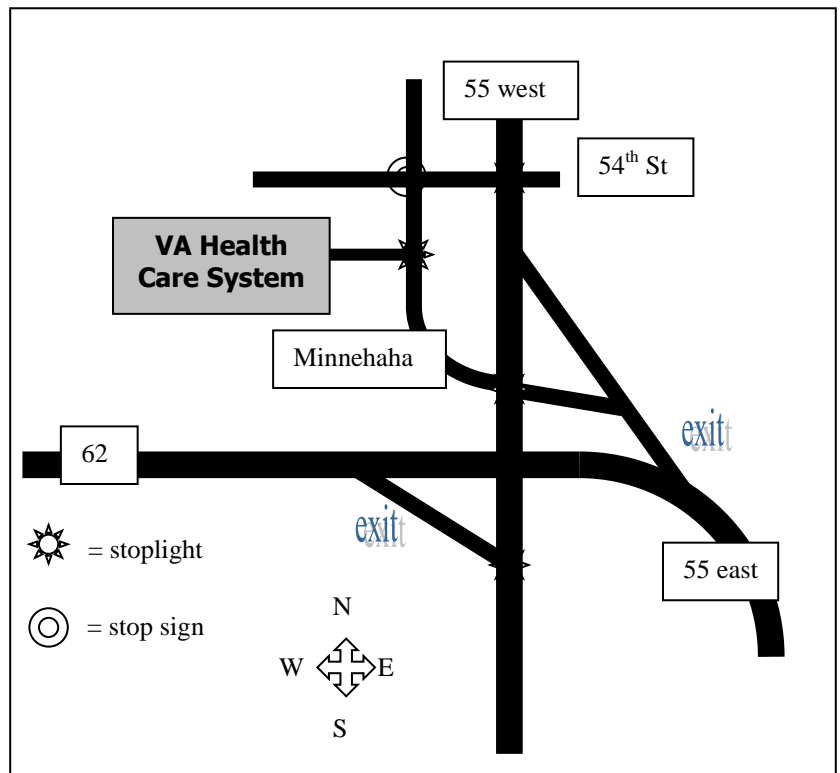
From the South: Take 35W north to 62 east. *Follow directions below.

From the West: Take 494 east to 35W north. Take 62 east. *Follow directions below.

***Directions, continued:** Get into the right lane on 62 and exit on 55 west. At the top of the exit ramp, turn left to continue on 55 west. Go to the stoplight (Minnehaha) and turn left. Follow Minnehaha to the stoplight in front of the VA and turn left into the lot.

For All: Park in the Visitor’s Parking Lot to the left (parking is free). Enter through the outpatient entrance and take the elevator to the 4th floor. Enter the Medical Library that is next to the bank of elevators. 4U-106 is located at the back of the library.

Light Rail Transit: The LRT line stops right in front of the VA. Feel free to utilize the park and ride lots and take the LRT to the VA. Go to the LRT website for information about where to park, fares, and how to ride:



<http://www.metrocouncil.org/transit/rail/index.htm>