



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.

Precepting with Confidence and Competence

September 25th, 2017

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

Hennepin County Medical Center -
Room BL.320



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.	<i>Registration</i>	
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.

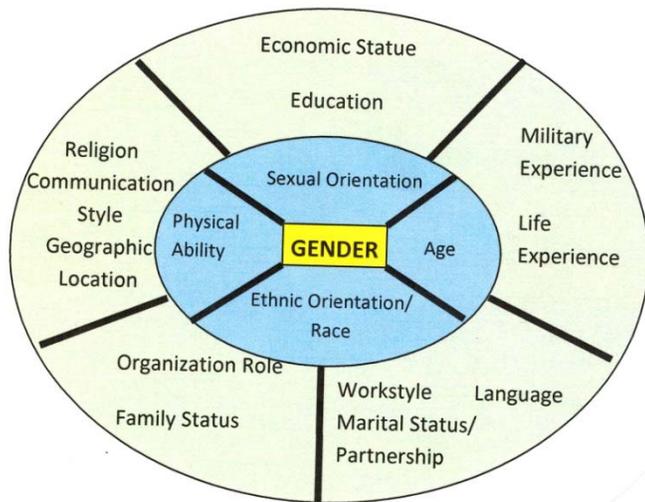
What is Diversity?

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

Finding HCMC Blue Building Lower Level Conference Room (BL.320)

900 South 8th Street, Minneapolis, MN 55404 (Blue Building)

Corner of South 9th Street and Chicago Ave. for Parking—can enter ramp from 8th or 9th

Finding the classroom from Outside the Building:

Enter the main entrance of HCMC "B" (Blue) building from South 8th Street (directly across the street from the Parkside Professional Building). Once inside the door, take a right and head towards the information desk. Turn left and go past the gift shop and coffee stand to the open stairway on your right. Take the stairs to the lower level. Turn to your right at the bottom of the stairs; go past the vending machines until you see a blue and white sign for the classroom (classroom is on your left).

***Finding the classroom from the Allied Ramp:**

Take the ramp elevators to the lower level. Follow the signs to the hospital. Follow the hallway past the stairway and vending machines. You will see a blue sign for the classroom ahead of you (classroom is on your left).

Driving Directions to HCMC:

From the Northeast:

Take 35W south to Exit 17C (Washington Avenue). Turn right onto Washington. Follow Washington Avenue to Chicago Avenue and turn left. Take a left onto 9th street. Turn left again to enter the Allied Ramp. Take the ramp elevator to the lower level and follow the instructions above.*

From the Northwest: Take I-94 east to exit 230 (4th Street). Follow 4th Street through downtown to Chicago Avenue and turn right onto Chicago Avenue. Follow Chicago to 9th Street and turn left. Turn left again to enter the Allied Ramp. Take the ramp elevators to the lower level and follow the instructions above.*

From the East: Take I-94 W to exit 234B (5th Street). Follow 5th Street around the Dome; turn left on Chicago Avenue. Follow Chicago to 9th Street and turn left. Turn left again to enter the Allied Ramp. Take the ramp elevators to the lower level and follow the instructions on the previous page.*

From the South: Take 35W North to exit 16A (downtown exit). Take 5th Avenue exit; follow 5th Avenue to 8th Street and turn right. Turn right on Chicago Avenue and in one block, turn left on 9th Street. Take a left to enter the Allied Ramp. Take the ramp elevators to the lower level and follow the instructions on the previous page.*

From the West: Take 394 east to exit 9B (6th Street). Follow 6th Street to Chicago Avenue; turn right onto Chicago. Take Chicago Avenue to 9th Street and turn left. Turn left again to enter the Allied Ramp. Take the ramp elevators to the lower level and follow the directions on the previous page.*

Public transportation is another option for getting downtown. For bus schedules and information, go to www.metrotransit.org. **Light Rail Transit to HCMC:** Exit at the US Bank Stadium Station. Walk south west down Kirby Pucket Place until it becomes Chicago Ave. Turn left on 8th St. and enter Blue Building on you Left. See Lower Level Map attached for location of BL.320.

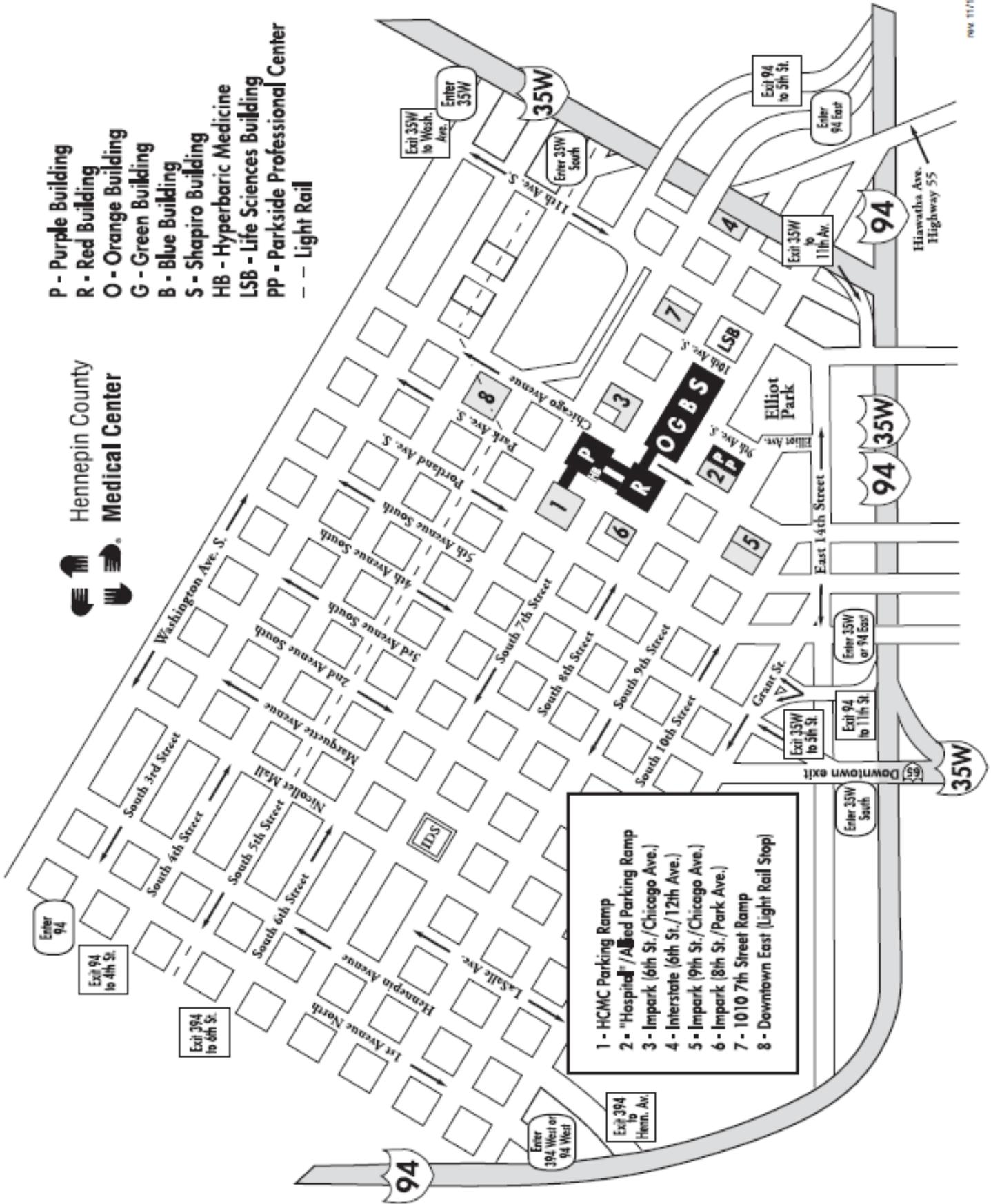
Parking:

There are various options for parking around HCMC, but we suggest you park in the Hospital/Allied Ramp. Directions and maps guide you to and from this ramp. Meters are available around the hospital and vary in price. Check www.mplsarking.com for rates.

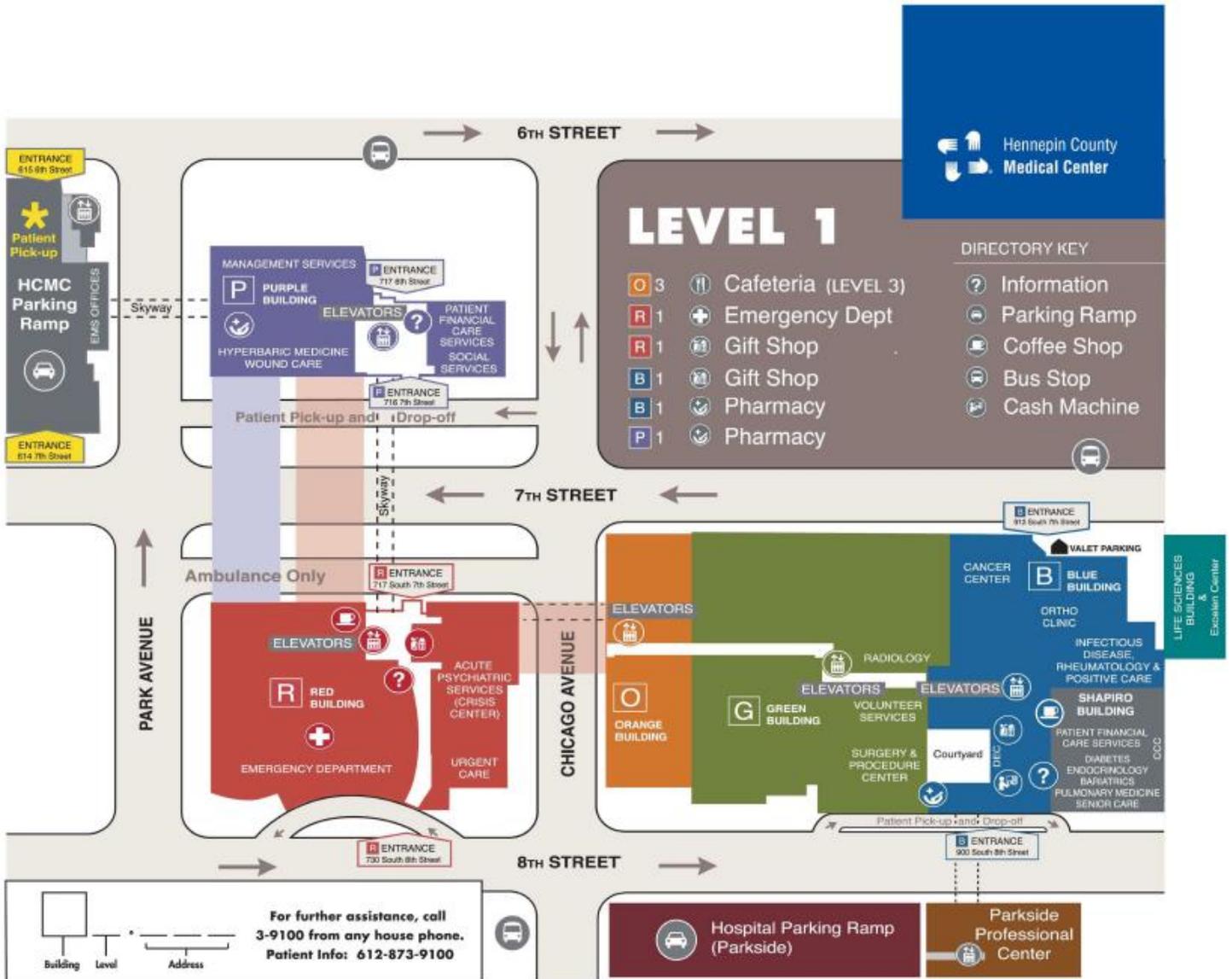
Parking rates are subject to change without notice. The program coordinator will have a limited number of discount coupons for the Hospital/Allied Ramp available for \$7.00. You must pay with cash or check in the exact amount for the discount coupon—change is not available.

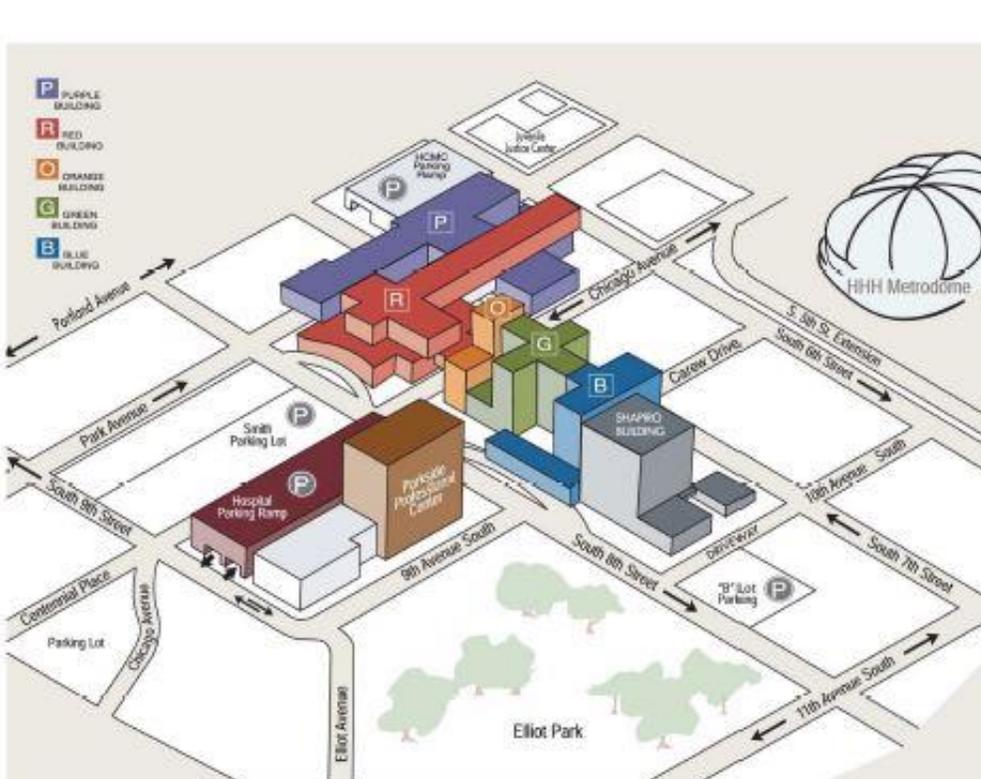
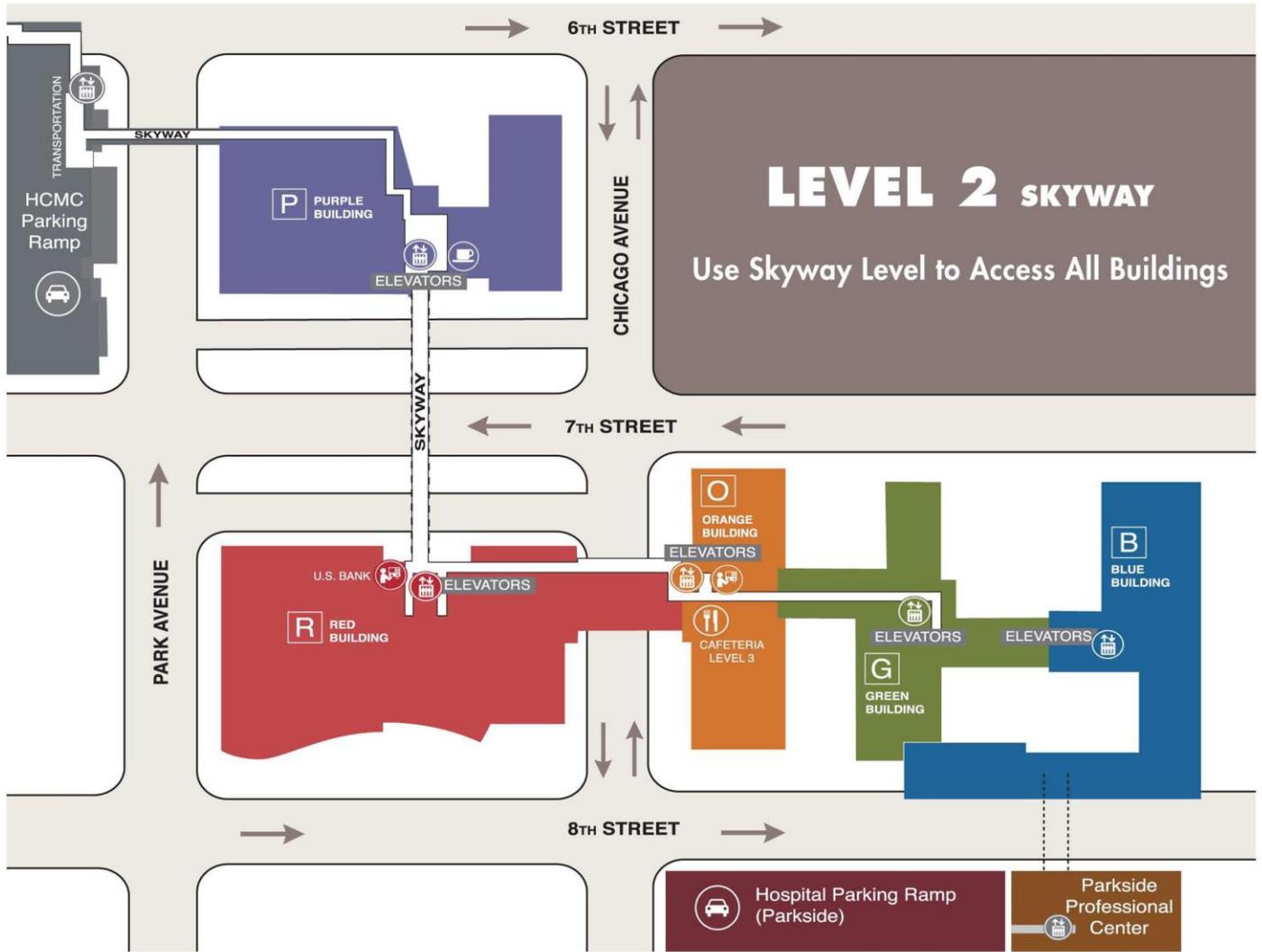
- P - Purple Building
- R - Red Building
- O - Orange Building
- G - Green Building
- B - Blue Building
- S - Shapiro Building
- HB - Hyperbaric Medicine
- LSB - Life Sciences Building
- PP - Parkside Professional Center
- Light Rail

 Hennepin County
Medical Center



- 1 - HCMC Parking Ramp
- 2 - "Hospital" / Ailed Parking Ramp
- 3 - Impark (6th St./Chicago Ave.)
- 4 - Interstate (6th St./12th Ave.)
- 5 - Impark (9th St./Chicago Ave.)
- 6 - Impark (8th St./Park Ave.)
- 7 - 1010 7th Street Ramp
- 8 - Downtown East (Light Rail Stop)





R1.035

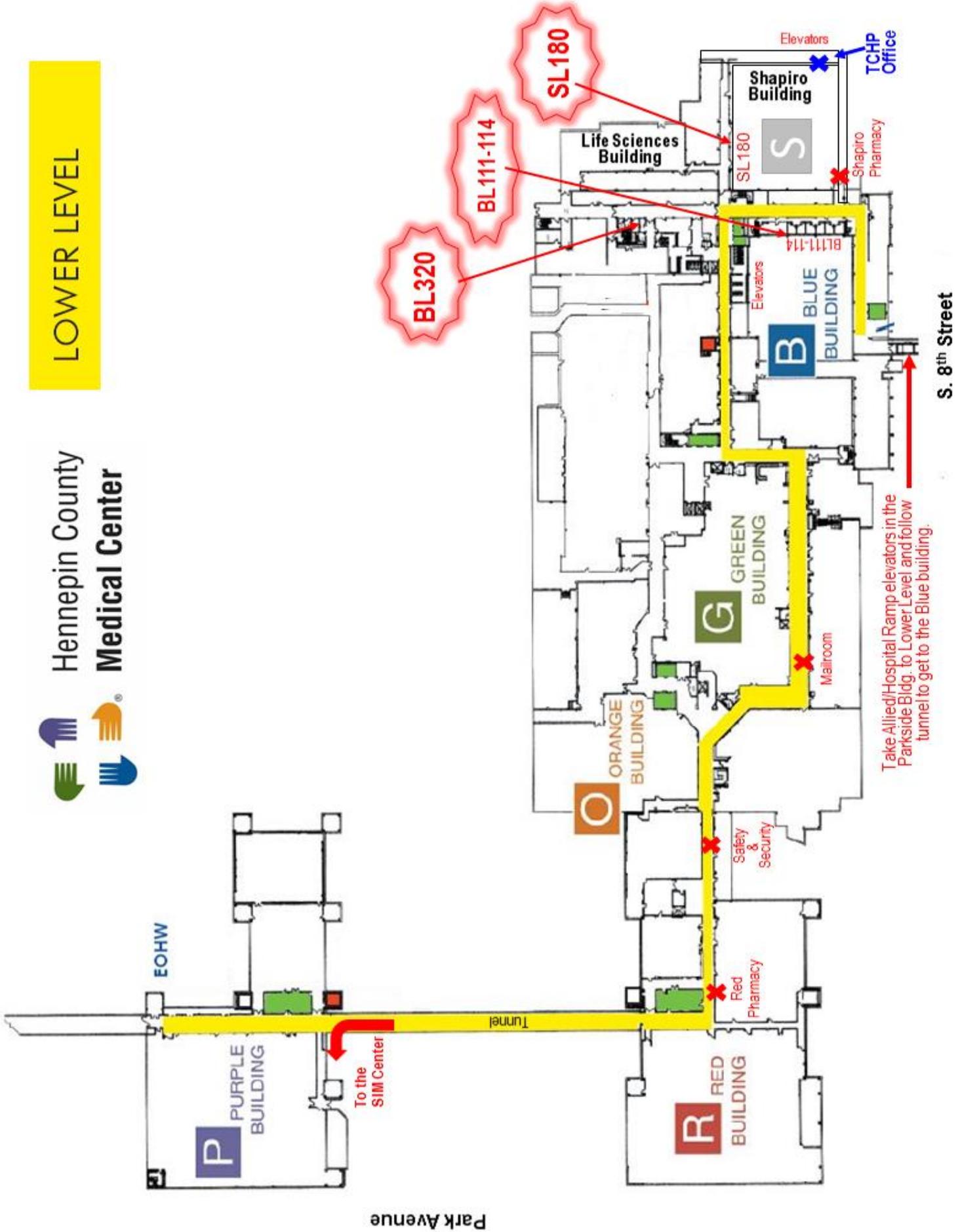
1. Building Color
2. Level Number
3. Room Number

- Purple Entrance - 717 S. 6th St.
- Purple Entrance - 716 S. 7th St.
- Red Entrance - 730 S. 8th St.
- Blue Entrance - 900 S. 8th St.

Hennepin County Medical Center

(612) 873-3000

LOWER LEVEL



Take Allied/Hospital Ramp elevators in the Parkside Bldg. to Lower Level and follow tunnel to get to the Blue building.

S. 8th Street

Park Avenue