



**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](http://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

February 27<sup>th</sup>, 2019

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

Hennepin County Medical Center—  
Room O9.115



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	Debra Whitney
2:15 - 2:30 p.m.	<i>BREAK</i>	
2:30 - 4:00 p.m.	Problem Solving	Debra Whitney

### Contact Hours

For attending this class, you are eligible to receive:	<p><b>6.50 contact hours</b></p> <p><b>Criteria for successful completion:</b> All participants must attend the program and complete an online evaluation form to receive contact hours. Note that you must attend the ENTIRE activity to receive contact hours.</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>
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### Please Read!

- Check the attached map for directions to the class and assistance with parking.
- Certificates of attendance will be emailed to class participants once the online evaluation is completed.
- 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](http://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.

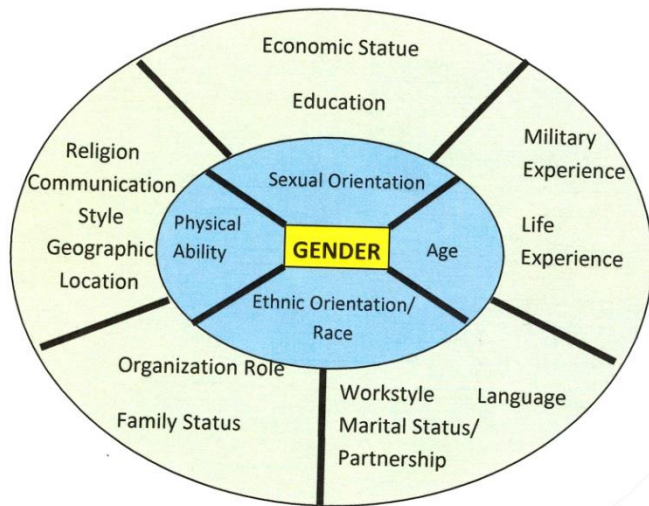
### What is Diversity?

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 Orange Building, Room 09.115 A & B**

**Corner of South 8<sup>th</sup> Street and Chicago Ave., Minneapolis, MN 55404 (Orange Building)  
Corner of South 9<sup>th</sup> Street and Chicago Ave. for Parking—can enter ramp from 8<sup>th</sup> or 9<sup>th</sup>**

### **Finding the classroom from Outside the Building:**

Enter the main entrance of HCMC Blue building from South 8<sup>th</sup> 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. \*Take a left at the first hallway intersection and continue straight ahead until you see a blue line on the floor. Turn left and follow the blue line until it nearly ends. Turn right and continue past Room OL200 to the OL elevators (2 sets of elevators that face each other). Take the OL elevators to 9<sup>th</sup> floor. When you exit the elevators turn down the short hallway by the drinking fountain. The room is about 20 steps from the elevator and there is a phone on the wall outside the room.

### **Finding the classroom from the Hospital Parking 2 Ramp:**

Take the ramp elevators to the lower level. Follow the signs to the hospital. Follow the hallway past the stairway and vending machines. Follow directions above from \*.

## **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 9<sup>th</sup> street. Turn left again to enter the Hospital Parking 2 Ramp. Take the ramp elevator to the lower level and follow the instructions above.\*

***From the Northwest:*** Take I-94 east to exit 230 (4<sup>th</sup> Street). Follow 4<sup>th</sup> Street through downtown to Chicago Avenue and turn right onto Chicago Avenue. Follow Chicago to 9<sup>th</sup> Street and turn left. Turn left again to enter the Hospital Parking 2 Ramp. Take the ramp elevators to the lower level and follow the instructions above.\*

***From the East:*** Take I-94 W to exit 234B (7<sup>th</sup> Street). Follow 7<sup>th</sup> Street and turn left on Chicago Avenue. Follow Chicago to 9<sup>th</sup> Street and turn left. Turn left again to enter the Hospital Parking 2 Ramp. Take the ramp elevators to the lower level and follow the instructions on the previous page.\*

***From the South:*** All downtown exits are closed from northbound 35W. Consult [www.mndot.gov/35w94](http://www.mndot.gov/35w94) for information about closures and alternate routes. Park in the Hospital Parking 2 Ramp; entrances off of 8<sup>th</sup> or 9<sup>th</sup> Street. Take the ramp elevators to the lower level and follow the directions on the previous page.\*

***From the West:*** 394 East to Exit 9B (6<sup>th</sup> Street). Follow 6<sup>th</sup> Street to the HCMC Parking ramp (just past Portland Ave. on the right side).

**Public transportation** is another options for getting downtown. For bus schedules and information, go to [www.metrotransit.org](http://www.metrotransit.org). **Light Rail Transit to HCMC:** HCMC is located at the corner of Park Ave. and 6th Street, conveniently located just 1-1/2 blocks south of the Downtown East/Metrodome station of the Light Rail Transit line. Light Rail information is available at [www.metrotransit.org/rail/index.asp](http://www.metrotransit.org/rail/index.asp).

### **Parking:**

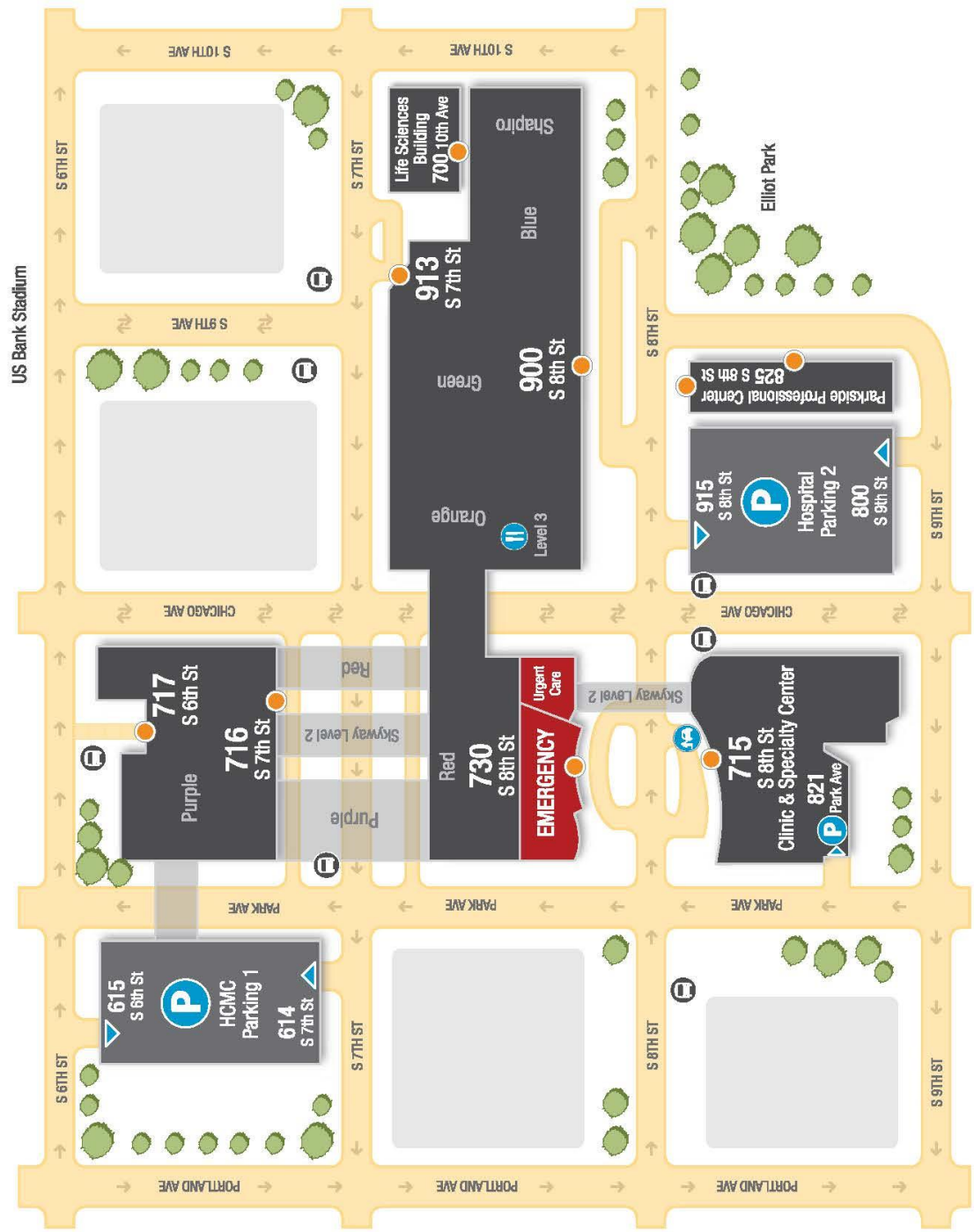
There are various options for parking around HCMC, but we suggest you park in the Hospital Parking 2 Ramp (see HCMC Campus Map). Directions and maps guide you to and from this ramp. Meters are available around the hospital and vary in price. Check [www.mplsparking.com](http://www.mplsparking.com) for rates.

***Parking rates are subject to change without notice. The program coordinator will have a limited number of discount coupons for the Hospital Parking 2 Ramp available for \$7.00. You must pay with cash or check in the exact amount for the discount coupon—change is not available.***



# HennepinHealthcare

## HCMC CAMPUS



### LEGEND



Entrance



Parking Entrance



Visitor Parking



Valet Parking

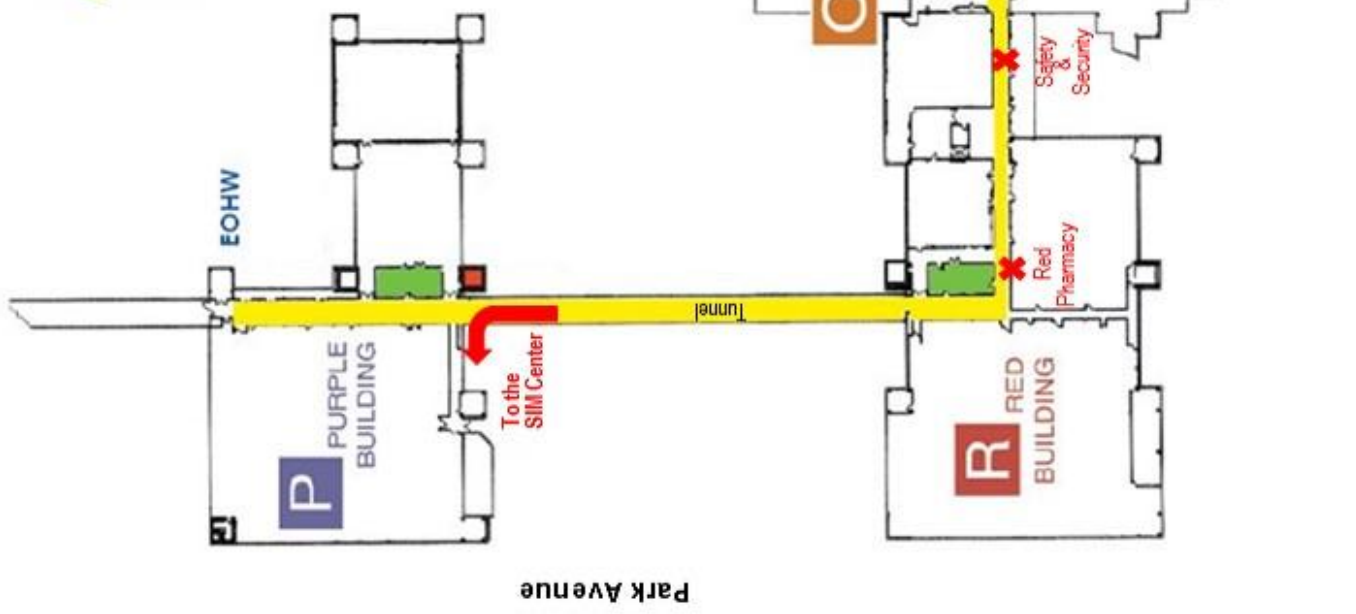


Cafeteria



Metro Transit

**LOWER LEVEL**



Take the Orange elevators to 9th floor for classes in O9.115

Take Hospital 2 Ramp elevators in the Parkside Bldg. to Lower Level and follow tunnel to get to the Blue building.

Park Avenue