



# Culturally Sensitive Service Delivery

Date: August 13, 2020  
Time: 12:00 Noon – 1:00 p.m.



The Mid-Atlantic Association of Community Health Centers in partnership with the Delaware Division of Public Health, will host a 60-minute webinar on August 13, 2020. This workshop aims to assist with unifying individuals comprised of diverse backgrounds and cultures. Participants will gain an understanding of individual and collective cultural differences, and the impacts these differences can have on values, beliefs, and day-to-day work interactions. This workshop will also analyze the subtle ways that racial, ethnic, gender and sex biases inhibit a positive and inclusive work environment. Emphasis will be placed on creating positive and collaborative work relationships by educating participants on strategies for effective communication and conflict management.

## Objectives:

- Participants will understand how intersecting identities influence personal perspective
- Participants will explore inhibitors to creating an inclusive environment.
  - Participants will be able to define microaggressions and understand its implications in the workplace
  - Participants will gain awareness on how to engage individuals of diverse backgrounds without utilizing microaggressive behavior
- Participants will be given tangible takeaways that will foster culturally competent service delivery and workplace engagement

**[Click Here to Register by August 12, 2020.](#)**