

Diversity Leader Certificate Program

UNC Health Care College of Leadership Excellence



Audience: All employees

Certificate Requirements: 25 hours (no time limit to complete).

Overview: This highly experiential certificate program provides models and tools resulting in new insights and ways of working. The material is designed to expand knowledge and application of working with differences. Ultimately the goal is to improve employee's ability to achieve organizational excellence.

Objectives

1. Increase individual participant awareness on the topic of Diversity / Inclusion and Multiculturalism
2. Provide leaders and team members with specific knowledge, skills and application opportunities to integrate Diversity / Inclusion and Multiculturalism concepts and tools on the job
3. Create an environment that is inclusive for all patients, visitors, and employees
4. Incorporate workforce effective communication, cultural competence, and patient / family-centered care in a team environment
5. Participate in a continuous learning cohort to deepen and apply course material and concepts

Core Courses

The following core courses must be completed. Choose an additional 8 hours from our *Diversity Electives* to fulfill the 25 hour requirement for certificate completion.

- Dealing with Differences (5.5 hours)
- Diversity Awareness in Healthcare (4 hours)
- Diverse Teams in Healthcare (4 hours)
- Diversity / Inclusion in Patient Care (4 hours)

Elective Classes (*taken after you submit your application*):

Communicating Effectively Across Culture (2 hours)
Generations in the Workplace (3 hours)
Dealing with Blindness (3 hours)
Diversity Team Membership (2 hours)

Leading in a Diverse Work Place (4 hours)
Layers and Lenses (3 hours)
LGBT Awareness (3 hours)
Religious Diversity in Healthcare (3 hours)

Excellent Reasons to Participate

Flexible and Innovative Course Design

You may choose to pursue a formal certificate path or, for maximum flexibility, you may simply choose individual “open enrollment” classes. Choose what best fits your schedule and supports your current or future career goals.

Whichever choice you make, you will have the opportunity to experience a variety of learning experiences and delivery methods, including lecture, small and large group discussions, interactive activities, simulations, case studies, and role-playing.

Ideas with Immediate Impact

You will learn practical new ideas and be challenged to apply them in your own work. Experience the sense of accomplishment by seeing the results of your learning put into action.



Valuable Networking Opportunities

You will participate in courses with employees from many different departments within the UNC Health Care system. This internal network will provide you with a wealth of information, new perspectives, and personal connections which will promote teamwork and increase your effectiveness in getting things done across the organization.

Be Recognized

As a graduate of one of our certificate programs, you will be invited to attend a special ceremony to celebrate your accomplishments hosted by one of our executive team leaders every January. In addition, you will receive a certificate of completion and other opportunities to be recognized by team members at UNC.

How to Register for Diversity Leadership Certificate Program

- Print your application form attached to this flyer
- E-mail (vicky.coerper@unchealth.unc.edu), fax (919.784.6153), or Inter-office it to Vicky Coerper c/o UNC Health Care LOD Dept 5221 Paramount Parkway, Suite 130, Morrisville, NC 27560

After submitting the application form and receiving your manager’s approval, your acceptance is automatically confirmed.

There is no time limit for certificate completion. Register in LMS for each core and elective course in your certificate program to meet the certificate hour requirements at a time that fits with your availability. Classes can be taken in any sequence that is convenient for you.

Class registration is on a first come, first serve basis.



Diversity Leadership

Core Course Descriptions

Course	Description
Dealing with Differences	Diversity is composed of many facets and layers and with each diverse component brings a different way of communicating and responding to others. In this workshop, participants will learn: Similarities and differences among diverse populations; Skills to deal with hurtful comments and conflict situations; A process to identify views and assumptions you have about other groups based on the National Coalition Building Institute's (NCBI) approach to prejudice reduction and coalition building.
Diversity Awareness in Healthcare	Awareness of diversity in healthcare provides an overview of diversity and inclusion at the individual level. The primary focus of this course is to help participants understand the foundational aspects of diversity and inclusion and how to apply them at the individual level. Course content will be experiential and exploratory. Expect to gain new insights and ways to view and apply diversity and inclusion concepts.
Diversity Inclusion in Patient Care	The purpose of this course will be to focus on diversity / inclusion and multiculturalism as it relates to providing patient care. We'll use relevant case studies and organization wide approaches to continue to build awareness and application of knowledge and skills for diversity and inclusion. The course material will help individuals improve understanding of how they can contribute to the UNC Health Care culture of embracing differences.
Diverse Teams in Healthcare	The focus of this module is to help participants transition from the individual level of diversity and inclusion awareness to the interpersonal level (team work). The course addresses common concerns that develop when working in a diverse environment (e.g. communication, problem solving, decision making, innovation, and cohesion). Course content will be experiential and exploratory. Expect to gain new insights and ways to view and apply diversity and inclusion concepts.

Electives Course Descriptions

Course	Description
Communicating Effectively Across Cultures	In this course, participant will learn about the communication patterns of different cultural groups and how to overcome cross-cultural communication barriers. Participants will learn how to manage these differences while creating a work environment that is sensitive and supportive of differences.
Leading in a Diverse Work Place	Employee engagement has been shown to increase when organizations focus on the way employees make unique contributions and worry less about non work related areas such as religion, sexual orientation or political orientation. In this session, participants will: <ul style="list-style-type: none"> • Discuss cultural patterns of leadership behavior • Explore power and privilege concepts • Examine application of diversity/inclusion techniques at the work site

Diversity – Layers & Lenses	In this program we will Identify the “lenses” we wear that influence our attitudes and actions in relating to differences in others. Participants will identify 2 strategies to work productively with those with a different diversity lens.
Generations in the Workplace	With four generations converging on the workplace, there are significant differences in coworkers’ values, ambitions, views and mindsets. This program walks participants through the generational differences and provides simple and practical guidelines needed to foster understanding, leverage strengths, avoid clashes, improve productivity, and maximize teamwork.
I Can See You: Dealing with Blindness	20% of all Americans have a known disability yet most are leading full and productive lives. James Benton, a Community Employment Specialist at the Governor Morehead School for the Blind, shares his experiences and insights of working and thriving despite his inability to see.
LGBT Awareness	This informative training is designed to familiarize employees with the needs and concerns of LGBTQ patients. • Become familiar with LGBTQ identities • Identify strategies that reduce patient discrimination in a healthcare setting • Recognize behaviors of providers that impact the health care of LGBTQ patients. Learn strategies for delivering accessible and affirmative healthcare.
Religious Diversity in the Healthcare Setting	In this workshop, participants will: Learn to identify the religious and spiritual needs of patients and how to respond appropriately; Develop awareness of how the religious practices of patients might impact care — particularly with regard to Judaism, Islam, Jehovah’s Witnesses, and Catholicism; and Recognize personal boundaries in spiritual care and know when to make a referrals

Register for core and elective courses in [Learning Made Simple](#).

Rex Healthcare is an approved provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.



Diversity Leader Certificate Program

Application Form



Please copy your manager on this application form.

Name:	Department:	Date:
Position:	Phone:	Manager's Name:
Email:	Entity:	
What skills/ knowledge do you plan to develop by participating in this program?		
Do you have your manager's approval to participate in this certification program? <input type="checkbox"/> Yes <input type="checkbox"/> No		
<i>Please email, your form to Vicky Coerper or mail to UNC Health Care LOD Dept., 5221 Paramount Parkway, Suite 130, Morrisville, NC 27560 or fax to (919)784-6153</i>		

Thank you for your application.

We assume that you have your manager's approval at the time you submit this application form. There is no time limit for certificate completion. Register in LMS for each core and elective course in your certificate program to meet the certificate hour requirements at a time that fits with your availability. Classes can be taken in any sequence that is convenient for you.

Enrollment is on a first come, first serve basis.

Please track your hours and notify the Learning & Organizational Development department when you have met your certificate hour requirements to receive your certificate upon graduation.

Completion of this certificate path is not a promise of future promotion at UNC Health Care.

Exploring and Embracing Differences

