Exploring Diversity, Inclusion, and Equity through Productive Dialogue and Active Listening

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Purpose of the workshop: The purpose of the workshop is to explore how social identities, unconscious bias and microaggressions impact the health care system. The workshop will explore power in health care by examining who benefits and who is marginalized by the current structure and culture of our health care system. It can assist practitioners and educators in understanding their bias and privilege and the systemic structures that reinforce those elements.

Learning objectives:
Upon completion participants will:
Increase their knowledge about diversity, inclusion, and inequality, and application to healthcare settings
Build knowledge and awareness around issues of race, sex, gender identity, sexual orientation, class, ability, age, religion, and appearance
Foster self-awareness of biases and prejudices, and understand how they may play out in daily interactions
Learn strategies for creating inclusive healthcare environments
Develop an awareness of one’s self in the process of socialization and one's role in breaking down oppressive systems
Bridge differences through dialogues and building relationships
Practice effective interpersonal communication skills

Teaching methods: The workshop will be structured according to Freirean principles of adult learning theory. After an icebreaker exercise that supports the group in getting comfortable with one another and with the topics of culture and diversity, the participants will be engaged in an experiential learning activity called ‘Common Ground for Healthcare.” The activity will provide them an opportunity to encounter some of the lived realities around power, discrimination, and certain privileges for members of marginalized groups. Reflection on the activity will be structured to allow participants to explore and discuss their own experiences during the activity. Using the ORID-focused discussion method, a sequence of four classes of questions will guide participants’ reflection: Objective (what happened?), Reflective (how did you feel?), Interpretative (what do you think?), and Decisional (what does this mean?). The reflection will segue into awareness and discussion of conscious and unconscious bias in the health care system and the continuum of social power in health care. Participants will be allowed time to also practice some of the key concepts addressed in the group activity, prepare for how this applies to their work in the health care field, and identify next steps for action.

Teaching materials: The workshop will employ a variety of types of teaching materials, including handouts, images, presentation slides, posters and graphics containing definitions of the concepts the workshops will address (the table of oppression, types of bias, the matrix of social identity, and integrative culturally effective tools and resources).

Evaluation: The evaluation will include a survey methodology that determines participant knowledge uptake and motivation to change. A brief pre-survey before the workshop will set a baseline for current knowledge and attitudes while the post-survey will include the same item set to measure outcomes as well as questions about workshop content, workshop design, appropriateness of teaching materials, facilitators, and how well the program met their expectations and needs.