Test Your Skills™ for Healthcare Professionals

**Audience:** All employees who work in a healthcare setting

**Duration:** 20-30 minutes each

**About These Courses**

Healthcare professionals actively improve their cultural competency skill sets through these dynamic, simulated interactions. Each Test Your Skills™ course introduces a diverse individual who presents a range of common cross-cultural issues, and guides the learner to effectively navigate the interaction toward resolution using Quality Interactions’ “Five Steps of Engagement.”

Test Your Skills courses imitate real interactions by prompting the learner to choose questions and statements that move the discussion forward. The learner’s selections generate the individual’s responses, as well as personalized feedback that covers key concepts and skills.

**Learning Outcomes**

- Understand and identify common cross-cultural issues
- Deploy effective engagement techniques to acknowledge differences in opinion and explore the other person’s side
- Utilize negotiation skills for solving issues and settling on a plan that works for both parties