

Cultural Competence



Registration: 8:00 a.m.
Workshop: 8:30 a.m.-12:30 p.m.
 July 17, 2009
 Western Michigan University Kendall Center
 50 West Jackson Street, Battle Creek
 Cost: \$75 per person



Diversity involves all the ways we are different and similar. Cultural competence involves an ability to respond well to the opportunities and challenges of diversity. Developing cultural competence involves a process of learning and growth over time. As individuals, work groups, and professional disciplines continue to grow and strengthen cultural competence, our organizations, programs, and health systems broaden their cultural understanding and awareness.



Everyone is invited and encouraged to attend this colorful workshop focused on celebrating the growing role of cultural competency in our personal and professional lives.

You will...

- Gain understanding of the dynamics of diversity and culture
- Develop skills to respond well over time to emerging workplace issues
- Recognize and act on opportunities to develop and strengthen cultural competence as a part of day-to-day workplace interactions.



About the Presenter...

Kimberly A. Allen, BS

Kimberly is the Employment Coordinator at Summit Pointe and Behavioral Health Resources. She holds a Bachelor of Science degree in Fashion Merchandising and Marketing from Eastern Michigan University and is certified as a Cultural Competence trainer, which is recognized by the National Center for Cultural Healing. In addition, she is certified as an Employment training Specialist by Michigan State University, and also is certified by the Ken Blanchard Company as a multi-faceted leadership and customer service trainer. Her goal is to help the business world adopt a cutting edge philosophy as it relates to Customer Service through her own present and past experience with multicultural groups in the community, local churches and businesses.



REGISTRATION -----

Name: _____ Title: _____
 Company: _____ Address: _____
 City: _____ State: _____ Zip Code: _____
 Phone Number: _____ Email address: _____
 Method of Payment... Check (made payable to FOCUS) Credit Card: Visa MasterCard
 Card Number: _____ Exp. Date: _____
 Authorized Signature: _____

Please Register No Later Than July 7, 2009

Registration includes morning refreshments. To register via phone, for more information, or help with directions please call FOCUS Training at 866-412-8767. To register via fax, send completed registration to (269) 966-1777. Or, mail your completed registration to: FOCUS, 140 W. Michigan Ave., Battle Creek, MI 49017.