



European Association for Cancer Education

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Workshop 3

USING STORIES TO TEACH CANCER PROVIDERS CULTURAL COMPETENCE

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Challenging situations that arise in the health care setting with immigrants or foreign visitors are often attributed to “cultural differences”. However, people from disparate backgrounds are much more alike than they are different, so the key to cultural competence is patient- and family-centered care that is built on a foundation of key communication skills.

The purpose of this 2 hour workshop is to demonstrate how educators can use stories to teach cancer care professionals how to apply universally relevant communication skills to connect with culturally diverse patients and families and thereby create healing and trusting relationships. We will first build a conceptual framework of key communication skills with participants and discuss how those skills parallel principles of effective adult education. We will then read a reflective essay published in the medical literature that describes the emotional toll of caring for a vulnerable patient from the Middle East with life-threatening illness. Participants will then assemble into interdisciplinary small groups led by facilitators to discuss how the essay informs their clinical practice. Well-designed prompts will guide discussions, but there will be sufficient flexibility to adapt to specific needs of participants. Each small group will then share insights from their discussions with the larger group. During the latter half of the workshop, participants will be able to pose questions pertaining to difficult scenarios from their own practices. We will then use enhanced role play to demonstrate key skills for addressing those challenges. Participants will have the option to engage in role play themselves and/or learn by watching workshop leaders model key skills. We will conclude with participants briefly stating what they take away from the process and how they plan to apply it to their clinical practice and teaching.

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