

APS Supervisor Core: Building Cultural Humility & Responsiveness



In this interactive training, APS supervisors will be introduced to the concepts of cultural humility and cultural responsiveness. Through self-reflection and group discussion activities, participants will explore ways to promote and practice these concepts individually, with staff, and within their organizations. Utilizing information and tools presented, participants will be encouraged to continue the learning and application of these concepts throughout their work.

Note: This is 2 of 3 training topics a part of Supervisor Core Competency 2: Diversity, Equity, and Inclusion/Transformation.

Learning Objectives

By the end of the training participants will be able to:

- Discuss the definitions of cultural humility and cultural responsiveness.
- Identify ways to promote cultural humility and responsiveness within their organization.
- Describe the potential challenges and benefits of systemically committing to ongoing learning, assessment, and adjustment.

Course Requirements

Pre-Training Assignment: Participants will be asked to complete the Social Identity Wheel. This activity will take approximately 10 minutes to complete. This must be completed prior to attending the training. These results will be included in a processing activity and needs to be readily available for the training.

- **Understanding Implicit Bias & Structural Racism**, and **Building Cultural Humility & Cultural Responsiveness** are complementary and build upon each other. It is important that participants take the "Understanding Implicit Bias & Structural Racism" training first, followed by this module.

Meet the Trainer

Kim Nguyen

Kim Nguyen is a Licensed Clinical Social Worker (LCSW) with a BSW and MSW degree from California State University, Long Beach. She has over 16 years of experience with Adult Protective Services and is currently a Human Services Manager with Orange County APS. She is a part of multiple multidisciplinary teams, including the Orange County Task Force on Hoarding, Elder Abuse Forensic Center, and Financial

Date: November 7, 2024

Time: 9:00 a.m. - 12:00 p.m.

This course will be conducted remotely through **Zoom**. A link will be sent to participants a week before training.



REGISTRATION

Please register through your respective county's training process.

The registration due date for this training is October 21, 2024.



AUDIENCE

This workshop is intended for APS supervisors both new and experienced.

Abuse Specialist Team, and has conducted numerous training on areas of Elder and Dependent Adult Abuse, Financial Abuse, and Hoarding.

Virtual Training Protocol

- Download or update the most recent version of Zoom
 - Please log in 5 to 10 minutes prior to the workshop to allow for troubleshooting, if needed
 - It is highly recommended to use a headset for this workshop, as participants will be asked to participate in group discussions and small break-out groups
 - Use "Computer Audio" for optimal experience
 - If you have access to a functioning camera, we ask that you turn it on for the full duration of the workshop as it offers a more conducive learning experience.
 - If you are planning to log on to the training using two separate devices (one for audio, one for video), please be sure to mute one of the devices to prevent any audio feedback.
 - Please be sure your screen name is your first and last name in Zoom. Learners who are not able to identify themselves within the first 15 minutes of training, and remain unresponsive after the moderator has attempted to make contact via chat or verbally multiple times will need to be removed from the training session.
 - Please refer to the "Virtual Learning Tips" handout for additional information on how to update your Zoom screen name, etc.
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