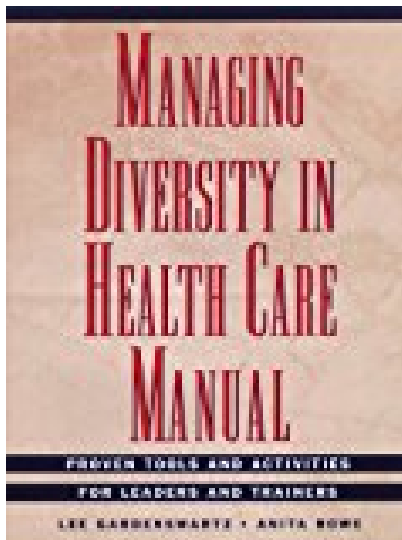


Managing Diversity in Health Care Manual Includes disk Proven Tools and Activities for Leaders and Trainers



BOOK DETAILS

- Author : Lee Gardenswartz
- Pages : 224 Pages
- Publisher : Jossey-Bass
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BOOK SYNOPSIS

Practical Approaches to Exploring the Complex Issues of Cultural Diversity Turn strategy into immediate action with diversity training made easy. This versatile collection of activities, resources, and training materials is designed to facilitate a successful training program in any kind of health care organization. This unique tool kit reinforces the concepts presented in Gardenswartz and Rowes Managing Diversity in Health Care and presents practical, ready-to-use tools-including a disk containing computerized forms-ideal for creating customized training agendas. The Managing Diversity in Health Care Manual provides a complete program guide for developing and conducting successful sessions in diversity, team development, customer service and satisfaction, conflict resolution, and community relations."A must have for anyone involved in diversity education in the health care community. The many exceptional tools not only address diversity awareness specific to the health care environment, but provide very practical approaches to exploring complex issues of cultural diversity unique to the relationship between health care provider and patient."--Margaret Burke, director, educational services, Providence Seattle Medical Center"Comprehensive and user friendly. These exceptional authors have combined their years of experience studying diversity issues with practical insight about how those issues affect health care, and what to do to capitalize on them. This manual is a must for anyone in health care faced with managing not only a diverse workforce, but also a diverse population of patients and referring health care providers, in an increasingly competitive managed care environment."--Wendy Kissinger, manager, employee relations, Shands Hospital at the University of Florida "Recognizing that the composition of the health care work force reflects the changing demographics in our society, utilizing these practical tools will help any organization manage d

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