

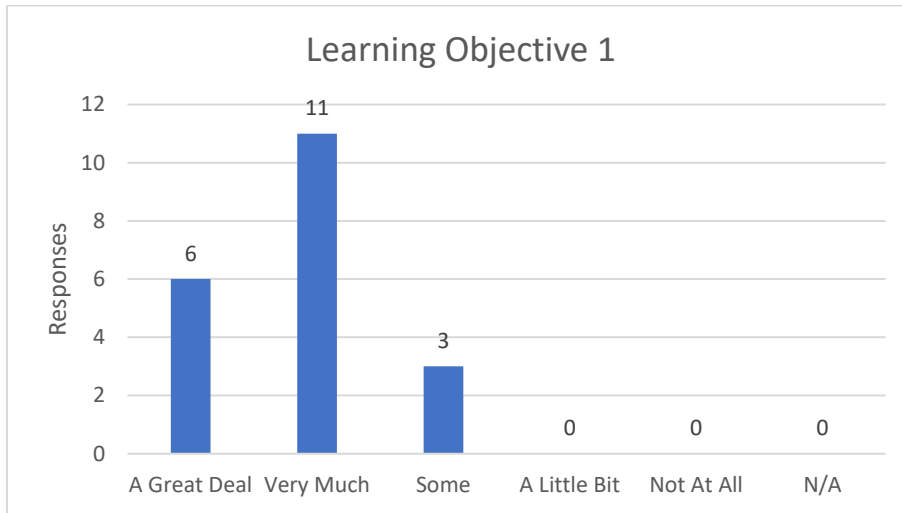
NYSARH 2019 PRE-CONFERENCE EVALUATION ANALYSIS

The Role of Cultural Humility in Service Delivery: Challenging Assumptions and Improving Care

University of Buffalo Survey – 20 respondents

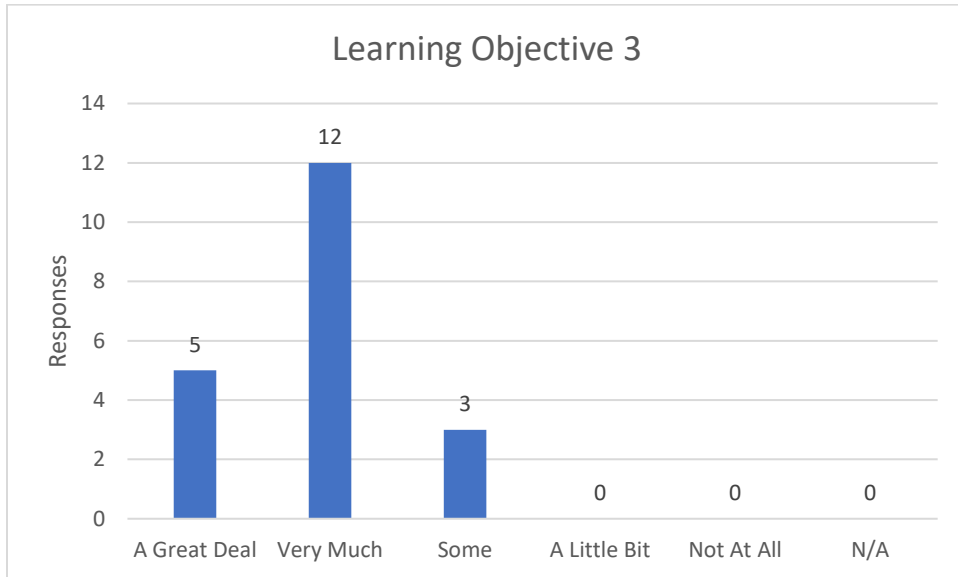
My Knowledge of the Following Learning Objectives Increased:

1. To define the concept of cultural humility and distinguish it from models of cultural competence and cultural sensitivity.

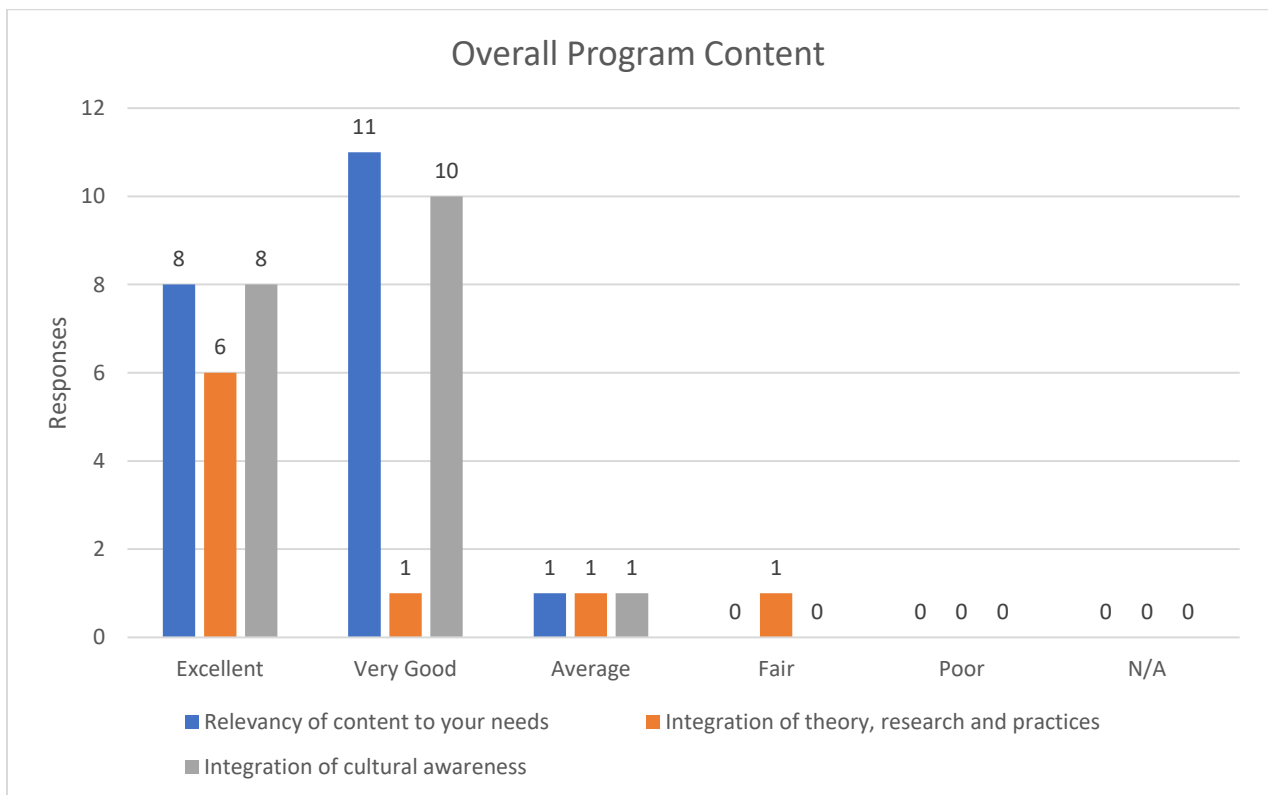


2. Identify the knowledge, skills and attitudes which are associated with becoming culturally self-aware and valuing diversity.

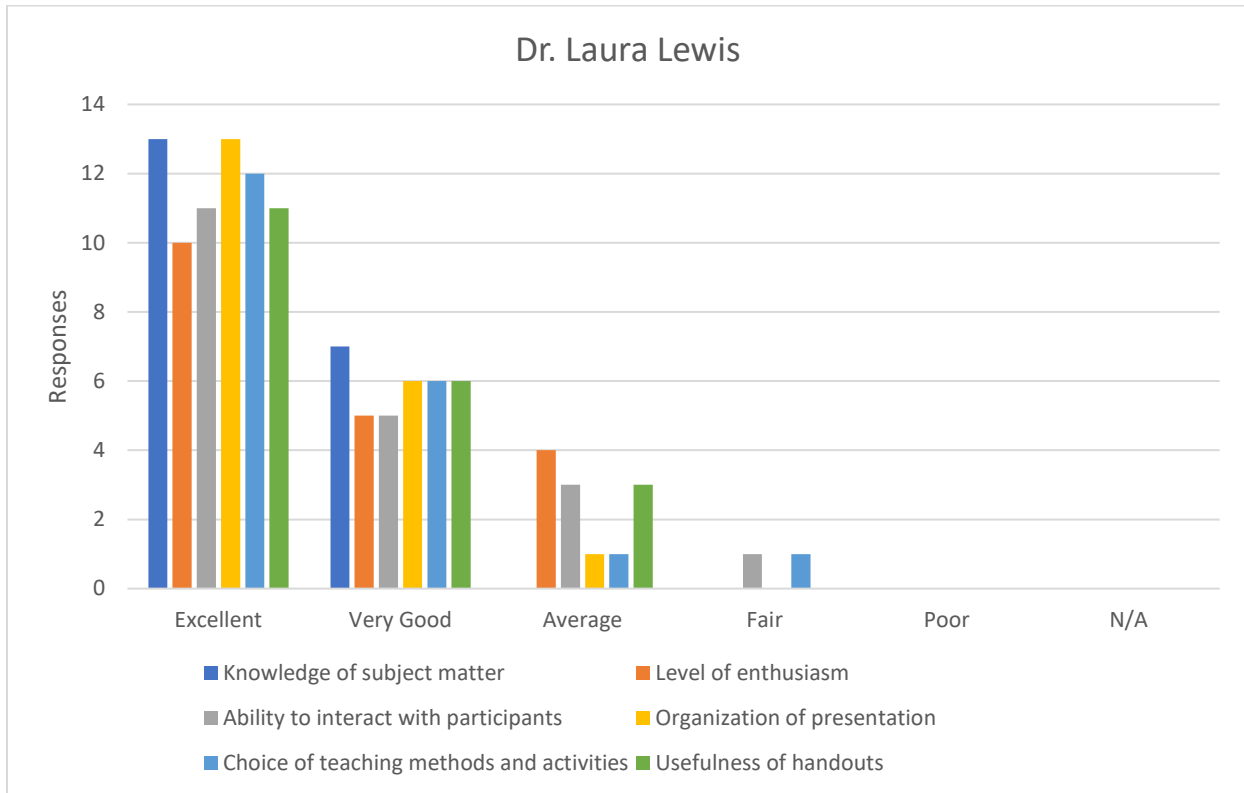
- To understand and adopt personal competencies that promote effective communication with people from diverse cultures.



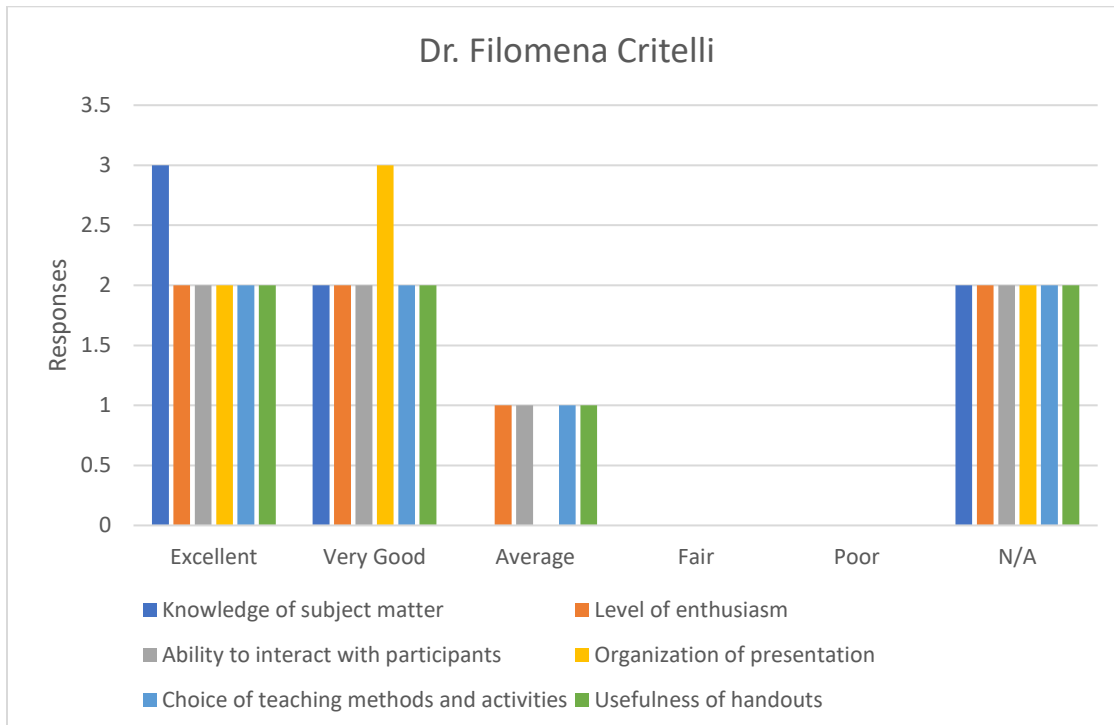
Overall Program Content:



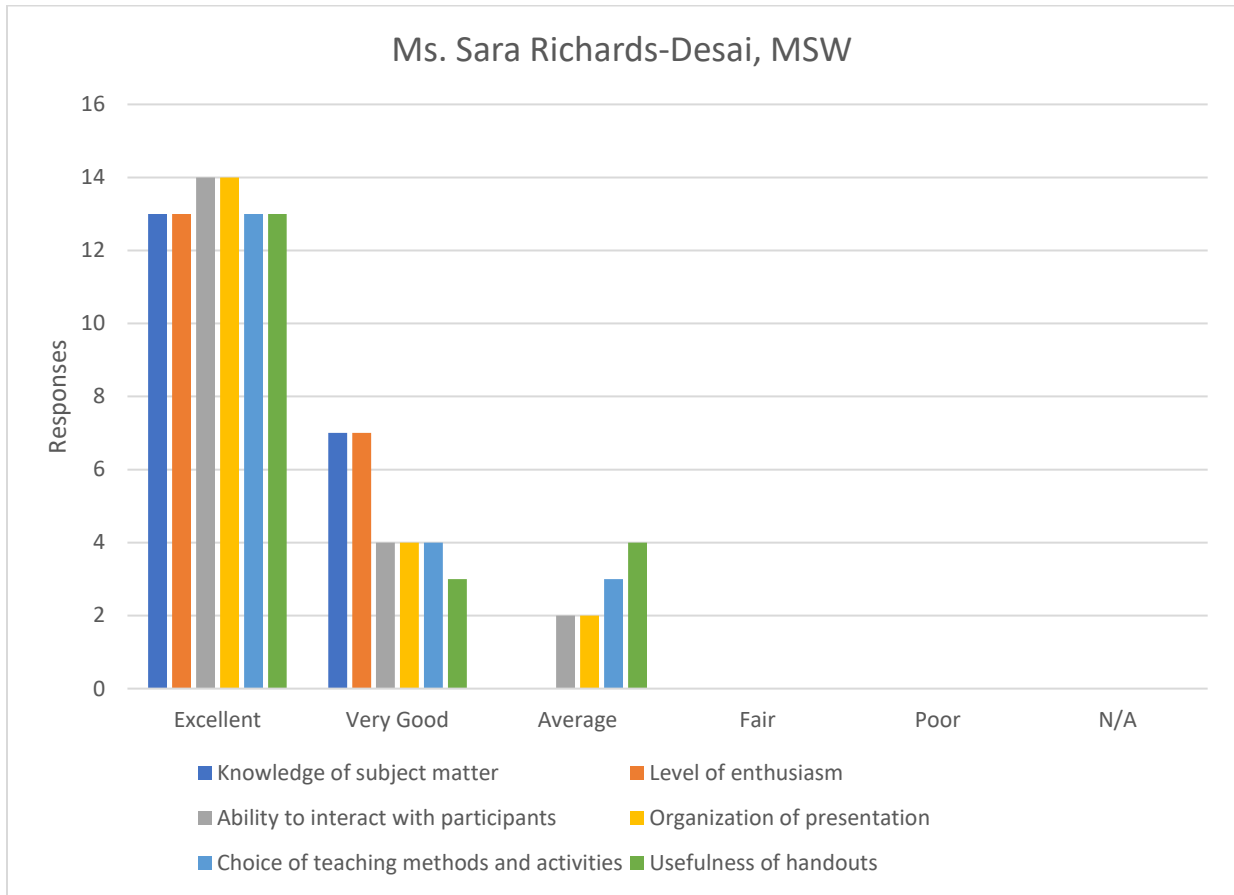
Presenter: Dr. Laura Lewis



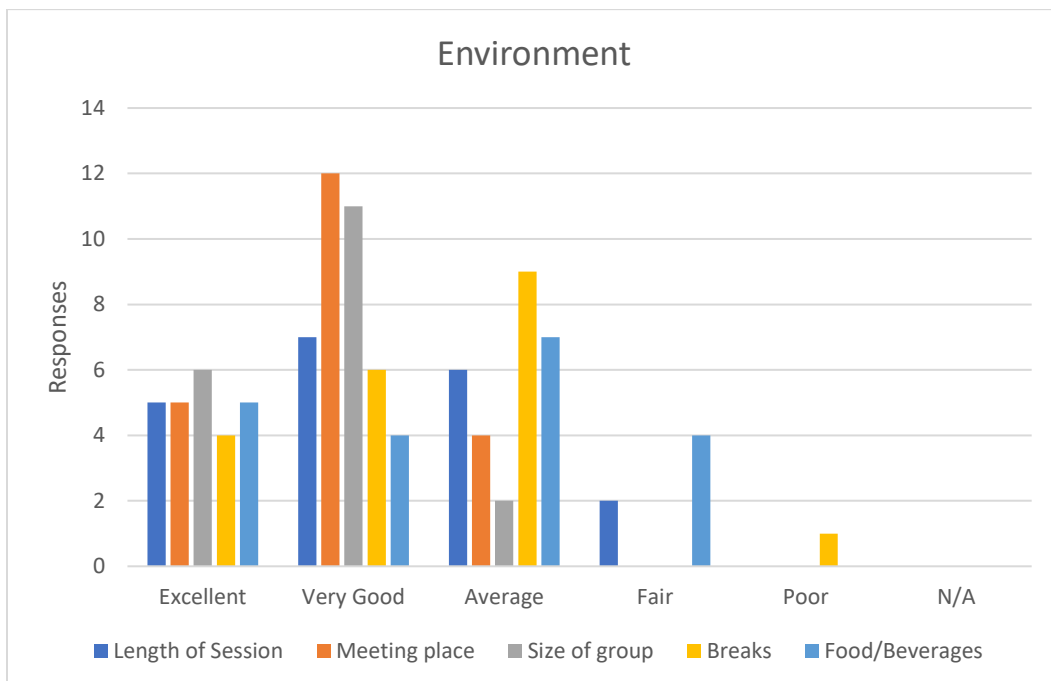
Presenter: Dr. Filomena Critelli – responses reported although Dr. Critelli did not present; use as an indicator of the number who replied without reading questions



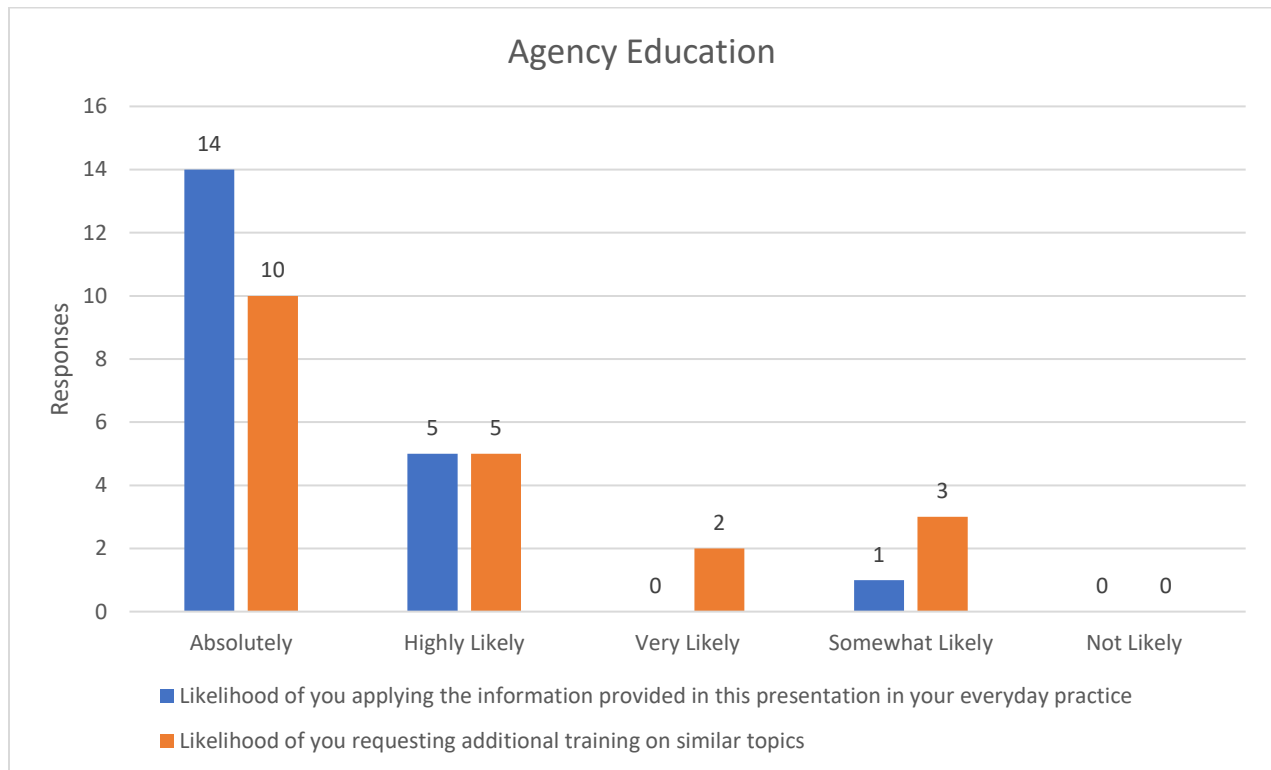
Presenter: Ms. Sara Richards-Desai, MSW



Environment: Comments: Coffee kept running out; breaks too long



Agency Education:



Additional Comments from alternate survey – 6 respondents

- *Sarah Richards-Desai tended to look at the PPT while speaking*
- *Interactive, engaging and made complete sense in relation to what I do professionally and personally*
- *Great work overall!*
- **How will you use this information in new or existing initiatives?**
 - *Correctable-continuous learning*
 - *more aware of my words that might impact someone in a negative way unintentionally*
 - *vigilance of personal use of microaggressions – a term new to me*
 - *remember/practice respect/listening*
 - *rescue situations when mistakes are made*
 - *power/knowledge imbalance in business/client interaction*
- *Really cold in the building, but very nice facility*