



**RESIDENT CONFERENCE CALL SERIES 2010:
BREAKING DOWN COMMUNICATION BARRIERS:
CULTURAL SENSITIVITY AND VERBAL AND LISTENING STRATEGIES
TUESDAY, NOVEMBER 30, 2010: 2:30-3:30PM ET**

NUMBER: 1.800.672.5142

PLEASE CALL IN 10 MINUTES BEFORE THE START OF THE CALL.

CONFERENCE CALL AGENDA

1. Welcome, Background, Conference Call Overview and Introductions:
Jessica Brill Ortiz, Consumer Voice program manager
2. Breaking Down Communication Barriers: Cultural Sensitivity and Verbal and Listening Strategies Speakers:
 - Cultural competency and sensitivity
 - John H. Booker, president, National Association Direct Care Workers of Color, Inc.
 - Effective communication
 - Carol Scott, Missouri state long-term care ombudsman
 - How resident councils can build good relationships with staff
 - James Galbreath, Resident Councils of Washington
3. Participant Question and Answer – *cued by the telephone operator*

Support for resident participation in this conference call series is provided in partnership with Kendal affiliates, including:

