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