

zhaw School of Health Professions



Intercultural Interactions for Health Professions

A critical incident approach

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After Work
Lecture

January 21, 2021
Online-Event

Intercultural Interactions for Health Professions

A critical incident approach

At the bilingual (English/German) After Work Lecture we will present the book that was written during the Winter School / IP.23.

In today's globalized world collaboration between health professionals and patients and their families is demanding. A lack of understanding different cultural and diversity factors causes conflicts, resulting in loss of precious time, loss of resources and loss of quality care leading to missed opportunities. Therefore, bridging cultural differences when interacting with each other is crucial.

The 25 critical incidents aim at overcoming barriers in health care interactions and at building intercultural competence for health care professionals. This educational tool provides plenty of opportunities for reflection and learning.

What makes this project/booklet unique:

- Based on practical experience from healthcare professionals
- Supported by applying intercultural theory to health care settings
- Supervised by experts in the intercultural field and in interactive training
- Applicable for self-study and training purposes
- Usable in an international context due to dual language: English/German
- Based on international contributions

Target groups: trainers and facilitators, health care professionals and students



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In collaboration with:



**After Work
Lecture**

Thursday, January 21, 2021

5:30 pm – 6:30 pm

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