



Pacific Clinics Training Institute

ADVANCING BEHAVIORAL HEALTHCARE LEARNING

This training was created using the following resources:

- Storyline 360
- Photos from Pexels.com
- Presentation template by [SlidesCarnival.com](https://www.slidescarnival.com/)

Resources

Ahmad, U. (2017, June 08). Implicit bias in the workplace. Retrieved from

<https://trainingindustry.com/articles/compliance/implicit-bias-in-the-workplace/>

Ashford University. (2017, May 31). Retrieved from [https://www.ashford.edu/online-](https://www.ashford.edu/online-degrees/student-lifestyle/how-to-experience-other-cultures-when-you-cant-travel)

[degrees/student-lifestyle/how-to-experience-other-cultures-when-you-cant-travel](https://www.ashford.edu/online-degrees/student-lifestyle/how-to-experience-other-cultures-when-you-cant-travel)

Buckingham, M., & Goodall, A. (2019, May 14). The power of hidden teams. Retrieved from

<https://hbr.org/cover-story/2019/05/the-power-of-hidden-teams>

Carrizales, T. (2019). Cultural Competency: Administrative accountability and

responsibility. *Public Administration Quarterly*, 43(1), 28-51.

Croswell, A. (n.d.). How open and honest communication impact employee engagement.

Retrieved from [https://blog.cultureamp.com/how-open-and-honest-communication-
impact-engagement](https://blog.cultureamp.com/how-open-and-honest-communication-impact-engagement)

- Economy, P. (2013, October 03). 5 Ways to Get Your Employees to Speak Up. Retrieved from <https://www.inc.com/peter-economy/5-ways-to-get-your-employees-to-speak-up.html>
- Jenifer, R. D., & Raman, G. P., PhD. (2015). Cross cultural communication barriers in workplace. *International Journal of Management*, 6(1), 348-351.
- Krentz, M. (2019, February 05). Survey: What diversity and inclusion policies do employees actually want? Retrieved from <https://hbr.org/2019/02/survey-what-diversity-and-inclusion-policies-do-employees-actually-want>
- Krentz, M., Dean, J., Garcia-Alonso, J., Taplett, F. B., Tsusaka, M., & Vaughn, E. (2019, January). Fixing the Flawed Approach to Diversity. Retrieved from <https://www.bcg.com/en-us/publications/2019/fixing-the-flawed-approach-to-diversity.aspx>
- Lee, D. (2015, July 23). Want to Improve Morale and Teamwork? Start by Spreading Goodwill. Retrieved from <https://www.tlnt.com/want-to-improve-morale-and-teamwork-start-by-spreading-goodwill/>
- Meinert, D. (2018, April 11). Cultural Competency Training: How to Do it Well. Retrieved from <https://www.shrm.org/resourcesandtools/hr-topics/organizational-and-employee-development/pages/2015-shrm-foundation-thought-leaders-cultural-competence.aspx>
- Okoro, E. A., & Washington, M. C. (2012). Workforce Diversity And Organizational Communication: Analysis Of Human Capital Performance And Productivity. *Journal of Diversity Management (JDM)*, 7(1), 57-62. <https://doi.org/10.19030/jdm.v7i1.6936>
- Overview. (n.d.). Retrieved from <https://www.eeoc.gov/eeoc/>

Rowe, A., & Gardenswartz, L. (2010). 10 Ways to Learn More about Other Cultures. Retrieved from <https://www.shrm.org/resourcesandtools/hr-topics/behavioral-competencies/global-and-cultural-effectiveness/pages/learn-more-about-other-cultures.aspx>

Ross, Howard J. "3 Ways to Make Less Biased Decisions." *Harvard Business Review*, 16 Apr. 2015, hbr.org/2015/04/3-ways-to-make-less-biased-decisions?referral=03759&cm_vc=rr_item_page.bottom.

Reitman, A. (2017, December 08). Impact of Unconscious Bias on Diversity and Inclusion. Retrieved from <https://www.td.org/insights/impact-of-unconscious-bias-on-diversity-and-inclusion>

Scott, S. (2017, November 21). What Are the Disadvantages of Affirmative Action in the Workplace? Retrieved from <https://smallbusiness.chron.com/disadvantages-affirmative-action-workplace-10728.html>

South Palomares, J. K., & Young, A. W. (2018). Facial First Impressions of Partner Preference Traits: Trustworthiness, Status, and Attractiveness. *Social Psychological and Personality Science*, 9(8), 990–1000. <https://doi.org/10.1177/1948550617732388>

Swart, T. (2018, May 21). 5 Facts about prejudice at work. Retrieved from <https://www.forbes.com/sites/taraswart/2018/05/21/prejudice-at-work/#1d2b401211c1>