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Managing Diversity in Health Care: Proven Tools and Activities for Leaders and Trainers

Lee Gardenswartz, Anita Rowe

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Cultural Diversity as a Strategic Advantage

This insightful and practical work should be required reading for managers, physicians, nurses, allied health caregivers, and support staff, in order to overcome barriers to communication and change in dealing with an increasingly complex patient and employee base. I highly Andorse this excellent book written by these outstanding authors.

--Donald R. Oxley, vice president and executive director, Kaiser Permanente

As reflected in new cultural competency requirements for health care organizations, sensitivity to and understanding of cultural diversity have become mandatory for health care professionals. However, most health care professionals have little or no training on how to deal with the challenges of cultural diversity. With Managing Diversity in Health Care, you'll learn effective strategies fundamental to creating a culturally diverse health care organization.

This essential handbook provides you with the necessary knowledge and tools to become more responsive to culturally diverse patient and staff populations. The authors show how to build diverse teams, deal with the thorny issues of prejudice and bias, and communicate effectively within a diverse health care setting.

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