

I'M G.R.A.C.E.D.



WHY THIS TRAINING?

The “I’m G.R.A.C.E.D.” training provides a unique blend of Diversity, Health Equity, and Cultural Competence skills that are designed to help the participants understand the potential barriers that patients/customers might experience. Our engaging activities are designed to boost overall morale and to encourage rapport among team members. Participants will examine and apply concepts of verbal and non-verbal communication, conflict resolution, and de-escalation techniques to increase patient/customer satisfaction. Participants will also examine self-care and resilience to reduce burn out and increase staff retention.

TRAINING OUTLINE

INTRODUCTION

Module 1

G.R.A.C.E.D

Module 2

DATA

Module 3

COMMUNICATION

Module 4

HEALTH EQUITY

Module 5

DIVERSITY

Module 6

CULTURAL COMPETENCE



Tamekia MizLadi Smith is the author of “Take the Stage.” With over 20 years of diverse speaking and training experience, her provocative approach to educating through creative arts has made her a sought-after speaker.

Tamekia was able to present the concept of the “I’m G.R.A.C.E.D.” training at the 2018 TED Conference (go.ted.com/tamekiamizladismith).

Contact Tamekia today to discuss how her team can customize this training to fit your needs.

Training Formats	Level of Training	Time (depends on max participants)
Package 1 Lunch and Learn (L&L)	Encourage participants to be aware	1.0 - 1.5 hours
Package 2 Workshop	Engage participants in the process	2.5 - 3.5 hours
Package 3 Training	Empower participants with the tools needed	3.5 - 4.5 hours
Package 4 Train the Trainer (TTT)	Equip managers to empower, engage, and encourage their staff	5.0 hours (includes an option of two additional one-hour L & L sessions with your staff)