

# Strategies & Skills to Broaden Inclusive Communication in Healthcare | Part 4 of 4 ★

## Event Agenda

Tuesday, August 5, 2025 at 6:30pm ET - 8:30pm ET

📍 All times listed in Eastern Time (US & Canada).

### Tuesday, August 5, 2025

6:30pm - 7:15pm

#### Shame Resilience Part 2: Apology

- Practice how to rebound in the moment and move beyond feelings of guilt and shame
- Describe the components of a meaningful apology in the setting of a microaggression
- Use Brené Brown's 4 step process to list and practice specific strategies to build resilience through constructive engagement with shame

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7:15pm - 8:00pm

#### Upstanding Part 1: Microaggressions

- Describe and identify microaggressions and their impact
- Compare and contrast 'Calling in' vs 'Calling out'
- Describe ACTION Model to interrupt a microaggression
- Using role play, practice interrupting a microaggression as it is happening and debrief with the person who initiated it

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8:00pm - 8:30pm

#### Closing

- Review the topics and skills covered
- Share appreciation for the group and its members and celebrate their growth