



## COMPANY CASE STUDY

# Beginning the Employee Journey with Crucial Conversations



### Objectives

Healthcare organizations want to prepare the workforce to work with a diverse population. Its commitment to equity begins during onboarding and the ability to lay the foundation for a culture of having complex conversations on race, oppression, and culture.



### Challenges

Creating a safe space for a complex conversation during initial onboarding for a healthcare workforce. Must lead with a trauma-informed approach, understand each new cohort comes with a different background, and recognize company as a safe space for conversation.



### Solutions

Implement an interactive discussion based training on the role of race, oppression, and culture on substance use disorder and recovery that incorporates the need for reflection and continued learning.

## OUR BENEFITS

### Trauma-Informed Approach

Focus on taking a trauma-informed approach when discussing the complex issue of race and culture in the US and the impact on SUD. Avoid the risk of retraumatization of those with lived experience.

### Complex Conversations

Implementation of a cultural norm in the organization to not flee from complex conversations. Knowing you may not always get it right but the willingness to have tough discussions.

### Continued Learning

Understanding that a commitment to anti-racism is a life long learning process. This training is the first of many conversations the organization will have on this topic.



*I have never received training on this topic during the first week of onboarding in healthcare. I appreciate the organization taking a trauma-informed approach and pushing us to have the conversation.*