



## **Cultural Competency with Gender-Diverse Clients: Learning Objectives for OHA-Approved Trainings**

### **Introduction to Cultural Competency with Transgender Individuals - 2 hours**

- Acquire and apply basic terminology and concepts necessary for providing trans-competent care
- Examine and appreciate the diversity of experience in transgender lives
- Examine how healthcare has historically imposed binary and restrictive narratives on the trans community and articulate ways to prevent further harm
- Develop and demonstrate skills in speaking with other healthcare professionals about transgender individuals in ways that emphasize the humanity and dignity of transgender people
- Discuss and integrate best practices for providing care to the trans community that avoids making assumptions and allows for the complexity of an individual's needs
- Identify ways to correct misgendering transgender people and other microaggressions within healthcare contexts
- Define cisheteronormativity and analyze how it oppresses transgender and gender-expansive people
- Summarize a list of strategies for changing their own behavior in order to promote dignity and allyship for transgender people

### **Introduction to Cultural Competency with Non-Binary and Genderqueer Individuals - 2 hours**

- Acquire and apply basic terminology about nonbinary/genderqueer experience
- Develop strategies for reducing erasure and stigma of non-binary and genderqueer people in language, social practices, medical assumptions, and office forms
- Discuss and apply best practices for providing care to non-binary clients, based on a participatory action research pilot study conducted in 2017 with non-binary and genderqueer individuals in Portland, Oregon
- Examine and appreciate the complexity and uniqueness of different individuals having an NB/GQ experience
- Practice using a variety of pronouns and non-binarizing language
- Articulate common obstacles that NB/GQ people encounter in health care settings
- Identify ways to reduce or remove these obstacles in their own healthcare work setting
- Summarize research findings on differential life and healthcare outcomes for NB/GQ people

### **Advanced Cultural Competency with Non-Binary and Genderqueer Individuals - 2 hours**

- Identify areas in which their practice or organization could grow to provide safer spaces and more affirming care to non-binary individuals
- Articulate an action plan for how to address these areas of growth and better serve and accommodate NB/GQ people
- Develop strategies for intervening when they encounter microaggressions and policies that erase or harm non-binary people
- Discuss and appreciate how intersectionality impacts individuals' gendered experience as well as their needs in a healthcare setting.
- Recognize the uniqueness of all non-binary gender transitions and develop strategies to support individuals in getting the care that is right for them