

## Cultural Competency 3.0 – Addressing Unconscious Bias in the Workplace

This training provides an overview of unconscious bias and how it may affect your behavior in the workplace. These high-quality training lessons produced by Cornerstone Cares will discuss research findings, illustrate different aspects of unconscious bias at the workplace and provide an opportunity to test your knowledge. The training will also provide an opportunity to take an Implicit bias Assessment Test (IAT). Furthermore, you will watch a TED Talk by author Verna Myers known as a cultural change catalyst and thought leader on the subject. You will also have an opportunity to read an article on “How to Identify and Mitigate Unconscious Bias in the Workplace.” With community-wide interest in discussions around social justice, this is an opportunity for us to engage in self-learning about how our workplaces are an integral space for addressing injustice.



**This training is available to all County Employees, Contract Providers, Volunteers, Interns and Extra Help.**

1. Click on all required links within the training.
2. To obtain credit, complete the OC Health Care Agency (HCA) Evaluation.
3. Print your Certificate of Participation.
4. Provide a copy of the Certificate of Participation to your supervisor and keep one for your records.
5. If you experience any difficulty printing the CE Certificate, please take a screenshot of the “Thank You” page and email it to [BHTS@ochca.com](mailto:BHTS@ochca.com) or call (714) 667-5600. Do not attempt to complete the evaluation form again.
6. [Click here to access the Cultural Competency 3.0 Training](#)

## FAQ's for CC training 3.0

### 1. What if the hyperlink is not working?

Try accessing the training directly through this link:

<https://www1.ochca.com/ochealthinfo.com/training/bhs/nit/culturalcompetency/2020-v3/story.html>

### 2. If I closeout of the training, will I be able to resume where I left off?

Yes, however you must use the same browser to in order to resume the training where you left off.

### 3. What if my staff do not have a work email and cannot use their personal email to access the HCA evaluation form?

- If your staff do not have access to a work email, we will provide you with a PDF of the HCA evaluation form to print and share with your staff. Supervisors are responsible for collecting all completed evaluation forms and emailing them to [bhts@ochca.com](mailto:bhts@ochca.com).
- Supervisors are responsible for filling out the follow-up form (sent as a link) for all staff who have completed the Cultural Competency 3.0 Training.

### 4. The link to the training is not working. What do I do?

- Go directly to Cornerstone <https://hr.cornerstoneondemand.com/cornerstonecares>
- Set-up a free account
- Click on the Unconscious Bias Training Playlist



#### Unconscious Bias

Recognizing and mitigating  
unconscious bias

[view playlist »](#)

- Complete all 14 modules
- Email proof of completion (screen shot of the last session, module 14) to [bhts@ochca.com](mailto:bhts@ochca.com)
- BHTS will distribute a PDF HCA evaluation form and a follow-up link
- Complete the HCA evaluation form and email the completed form back to [bhts@ochca.com](mailto:bhts@ochca.com)
- Complete the information in the follow-up link and print your certificate
- Email a copy of your certificate to your supervisor, and keep a copy for your records
  - I don't know how to take a screen shot – you can take a picture with your mobile device or you can use the Snipping Tool on your desktop/laptop
  - Email the screenshot to [BHTS@ochca.com](mailto:BHTS@ochca.com)

**5. My training froze on the TED Talk slide? The arrow is “greyed out” on the TED Talk slide. What do I do?**

- For this slide, you will need to watch the entire video in order to be able to move forward with the training. If you attempt to bypass this step, the slide may freeze. In that case, please re-launch the training (you will be able to resume on the TED Talk slide), allow the TED Talk to play out in its entirety, and then proceed with the training.

**6. What if the certificate does not have my name printed on it?**

- It is okay to print out the certificate and write your own name on it.

**7. What if I want my team to take this training as a group?**

Supervisor or clinical supervisor must observe and verify that staff are completing the training. For trainings that are completed using a group setting (per COVID-19, no more than 6 individuals should attend a group training and physical distancing should be encouraged):

***For Programs who are accessing the HCA Cultural Competency 3.0 Training link:***

- Upon completion of the HCA Cultural Competency 3.0 Training, a link will be provided to the online HCA evaluation form.
- Using the same computer, each individual staff member will be responsible for filling out the evaluation form and follow-up form in order to receive their Certificate of Participation. Staff can take turns using the computer to fill out the form. Once one person fills out the form and downloads their certificate, close out the evaluation to go back to the training and click the link to the evaluation form again for the next person. When you click the link again, it should populate a blank form.

***For Programs who are accessing the Cornerstone Training:***

- Supervisors will contact Behavioral Health Training Services (BHTS) to indicate their team has completed the Cornerstone version of the training.
- BHTS staff will distribute the link to the follow-up form where supervisors can fill in the staff member's name, supervisor name and email address, and program affiliation. This will need to be filled out for each individual staff member. At the end, a certificate can be downloaded for each staff member who took the training.
- In addition to the follow-up form, supervisors will receive a PDF copy of the evaluation form. Staff are encouraged to complete the evaluation form and supervisors will send the completed versions via email back to BHTS for processing.

**8. Is the HCA evaluation PDF fillable?**

- No, the evaluation form is not fillable. You will need to print, complete, scan and email it back to [bhts@ochca.com](mailto:bhts@ochca.com).