

# Essential Skills for Building and Maintaining Relationships in IPC







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# About NACCHO

NACCHO serves **3,300 local health departments** across the United States and is the leader in providing cutting-edge, skill building, professional resources and programs.

Our mission is to **improve the health of communities** by **strengthening** and **advocating** for local health departments.

-  Advocacy
-  Partnerships
-  Funding
-  Training and education
-  Networking
-  Resources, tools, and technical assistance

# About Cardea

Cardea is a national, women of color-led organization with 50+ years of experience in social impact evaluation, policy advancement, capacity development, and professional learning.

## Vision

Cardea envisions a world in which optimal health and well-being, equity, and justice are realities for all communities

## Mission

Cardea addresses complex program, policy, and systems issues by co-creating solutions that center community strengths and wisdom

# Project Firstline

National collaborative led by the CDC to provide infection control training and education to frontline healthcare workers and public health personnel.

- Learn about infection control in healthcare
- Access infection control educational materials
  - [Infection Control Toolkits](#)
  - [Interactive Resources](#)



Centers for Disease Control and Prevention. About

Project Firstline. <https://www.cdc.gov/infectioncontrol/projectfirstline/about.html>.

# Disclaimer

- Project Firstline is a national collaborative led by the Centers for Disease Control and Prevention (CDC) to provide infection control training and education to frontline healthcare workers and public health personnel.
- NACCHO is proud to partner with Project Firstline, as supported through Cooperative Agreement 6 NU50CK000587-02-01. CDC is an agency within the Department of Health and Human Services (HHS).
- The contents of this program do not necessarily represent the policies of CDC or HHS and should not be considered an endorsement by the Federal Government.

# Community Agreements

- Be gracious as we all learn together
- Respect ourselves and others
- Assume good intentions
- Be present and engaged throughout our time together



# Learning Objectives

By the end of this workshop, you should be able to:



- Discuss the importance of essential skills for building collaborative relationships with partners in IPC.
- Describe the skill content areas of the IPC Essential Skills training series.

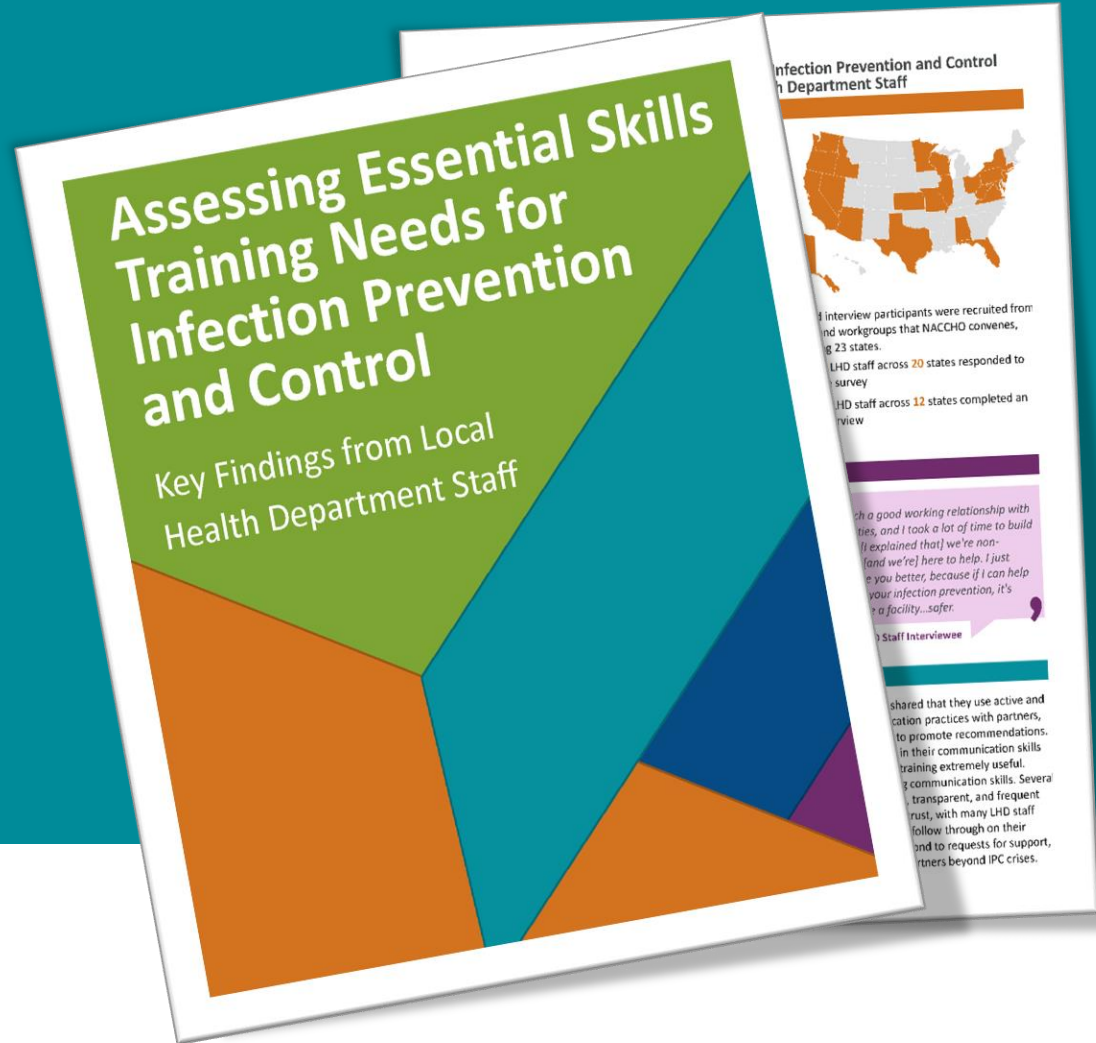
# Agenda

- Welcome and Introductions
- Background on Identifying Essential Skills
- Essential Skills Overview & Importance to IPC
- Activities
- Closing





# Background

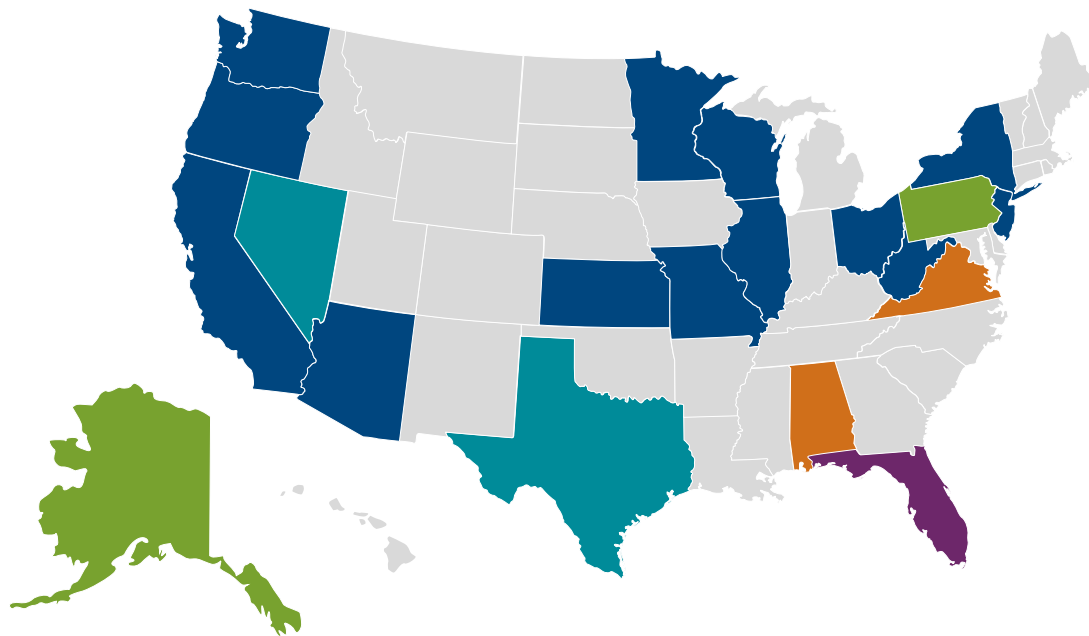


# This project seeks to summarize the essential skills training needs of LHD staff engaged in IPC

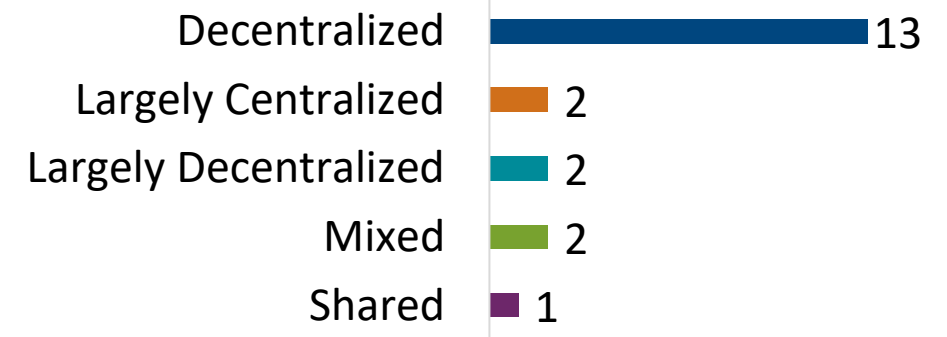
- Purpose: identify and summarize the essential skills (i.e., “soft skills”) training needs of local health department (LHD) staff key to their ability to support infection, prevention, and control (IPC) activities.
- Cardea and NACCHO worked collaboratively to conduct a literature scan, interviews, and a survey.



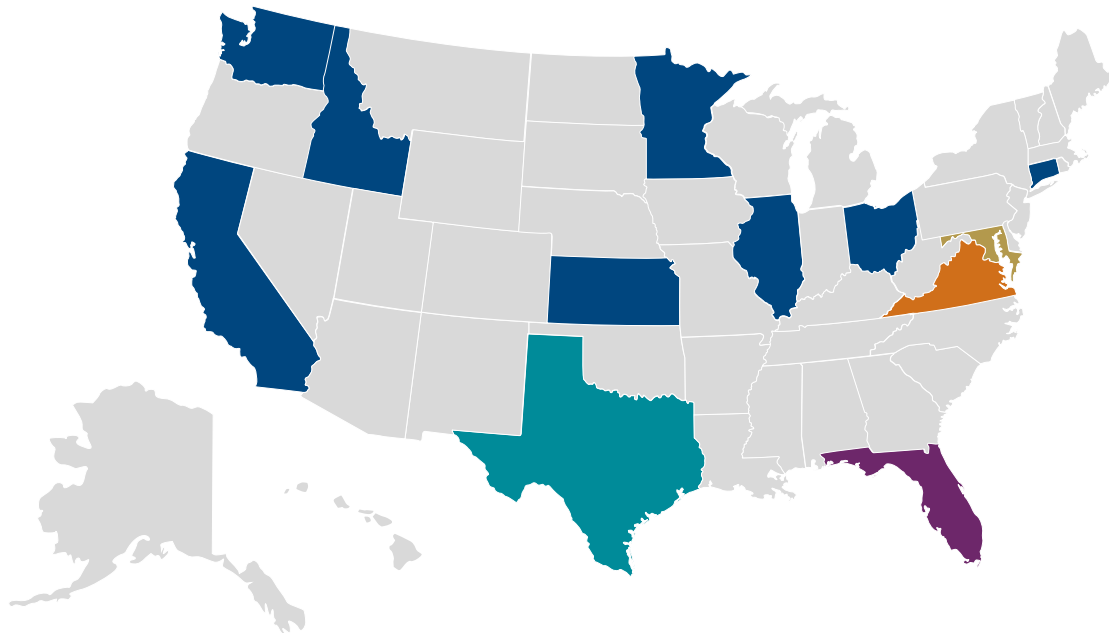
# Survey respondents were from 20 different states and most states had a decentralized public health governance structure



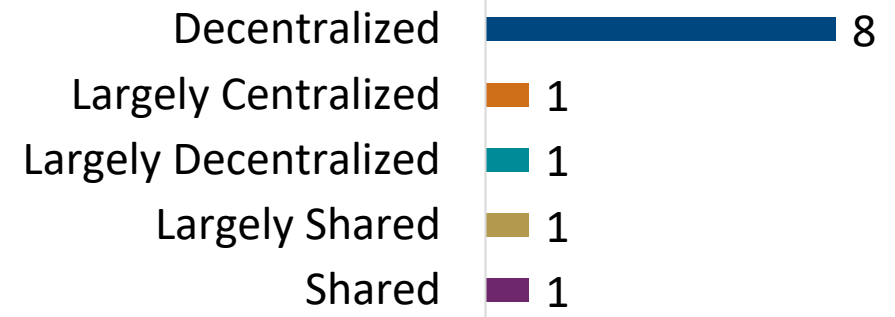
Number of states by Public Health Governance



# Interviewees were from 12 different states and most states had a decentralized public health governance structure



Number of States by Public Health Governance



# Training Topics and Design: Training opportunities should strengthen a range of essential skills via differentiated learning pathways

- Most respondents wanted trainings focused on strengthening the range of essential skills that support IPC, even if the training includes skills they feel are already strengths.
- The training design team should consider unique lived experiences, essential skills ability levels, and career stage of training participants to create differentiated learning pathways that meet participants where they are.



Photo: TONL

# Training Modality and Frequency: Prioritize hybrid training provided through multiple shorter touchpoints



**78%** of survey respondents were interested in hybrid (in-person and virtual) training.

**75%** of survey respondents were interested in multiple shorter trainings, such as two half days.



**98%** of survey respondents were interested in follow-up trainings.

# Essential Skills – Project Journey and Domains



- Cultural Competency / Equity
  - October 2023
- Environment Creation
  - November 2023
- Emotional Intelligence
  - February 2024
- Communication
  - March 2024
- Collaborative Relationships
  - April 2024

# Participant Attendance and Satisfaction— Series



# Attendance

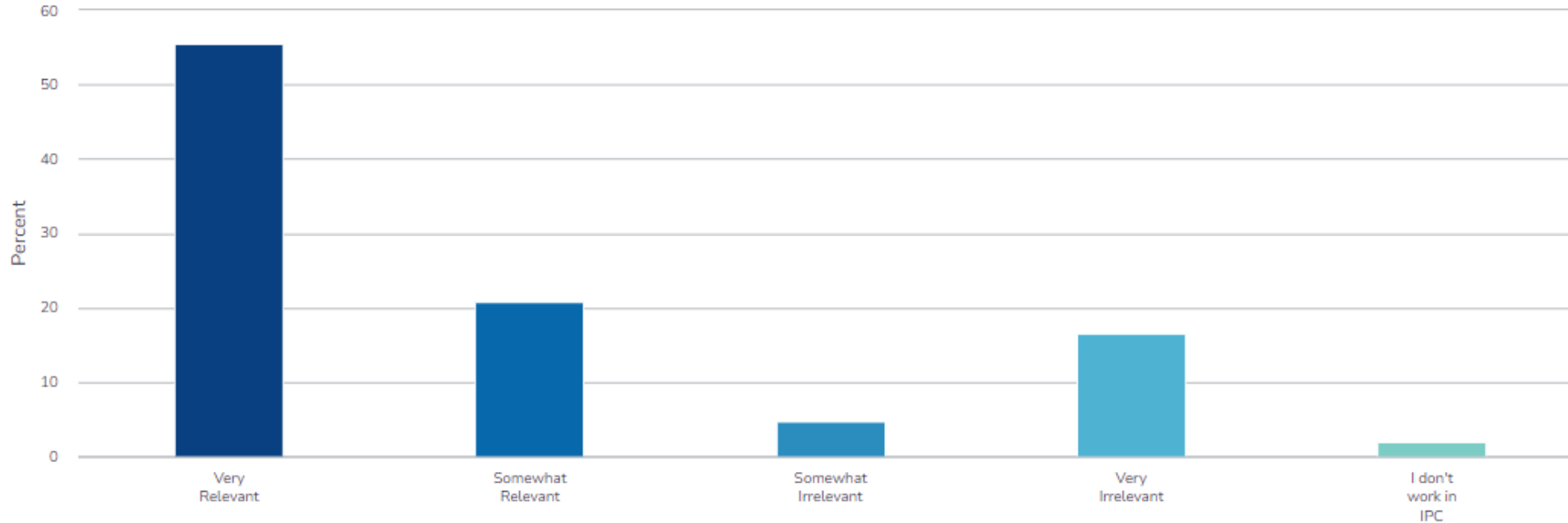
## **Webinar total number of attendances: 590**

- October's webinar: 228
- February's webinar: 184
- March's webinar: 178

## **In-Person total number of attendance: 179**

- November in-person: 93
- April in-person: 86

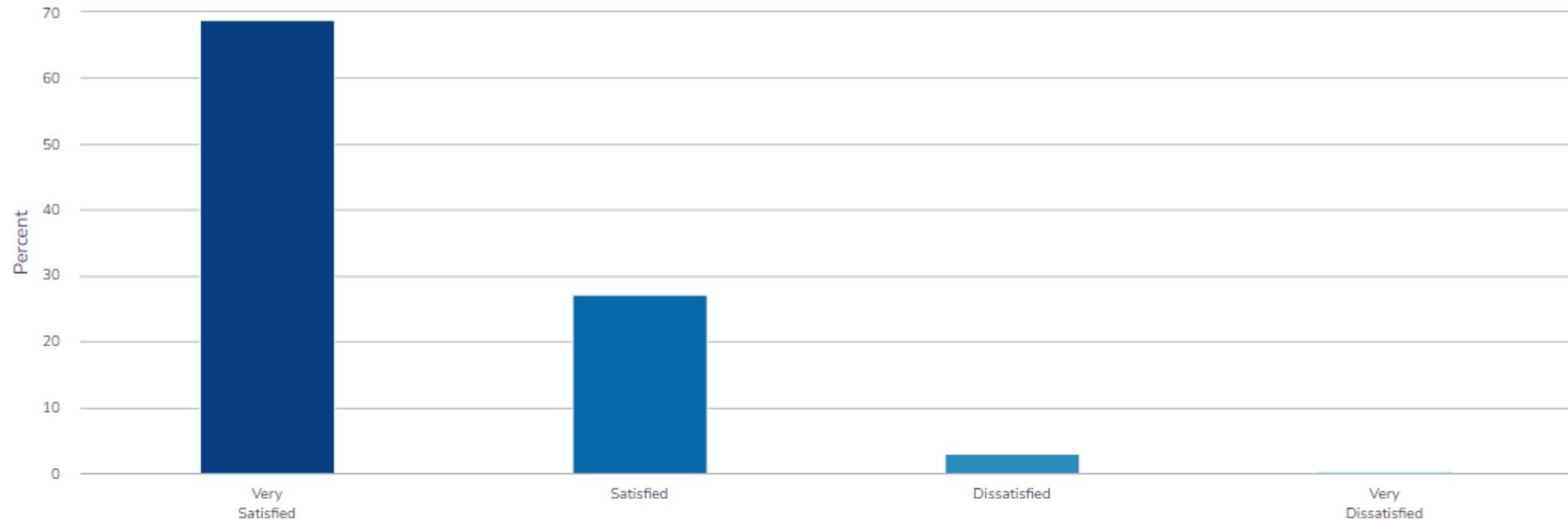
# How Relevant to your IPC Work?



Value	Percent	Responses
Very Relevant	55.6%	104
Somewhat Relevant	20.9%	39
Somewhat Irrelevant	4.8%	9
Very Irrelevant	16.6%	31
I don't work in IPC	2.1%	4

N=184

# Overall, how satisfied with the Training?



Value	Percent	Progress Bar	Responses
Very Satisfied	69.0%	<div style="width: 69%;"></div>	129
Satisfied	27.3%	<div style="width: 27.3%;"></div>	51
Dissatisfied	3.2%	<div style="width: 3.2%;"></div>	6
Very Dissatisfied	0.5%	<div style="width: 0.5%;"></div>	1

N=184

*“ It's so important to build trust with the facility during the good and the bad times...You don't want to be a LHD that just shows up when there's an infection or outbreak...So even if all is going well...[and] there's no outbreaks, they're still going to hear from one of our team members talking about updates, what projects we're working on, seeking from them what resources they need, and that helps build that communication and that trust throughout. ”*

LHD Staff Interviewee

# Essential Skills

# Importance to IPC work



Impact workforce dynamic and are fundamental to patient safety and satisfaction.

Integral for LHD staff supporting IPC activities in healthcare settings.

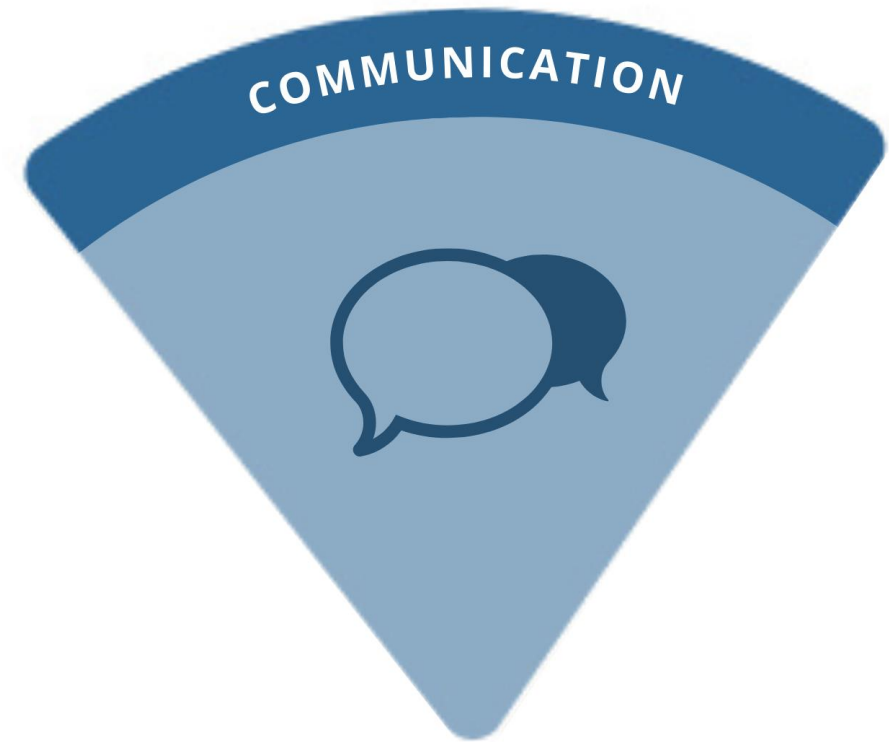
# Essential Skills



- Collaborative Relationships
- Communication
- Emotional Intelligence
- Cultural Competency / Equity
- Environment Creation

# Communication

- The ability to actively listen, navigate difficult conversations, provide effective feedback, tailor communication to a variety of audiences, and navigate across different forms of engagement.





# Emotional Intelligence (EI)

- The ability to manage emotions towards effective partnership.
- Includes having self-awareness, social skills, and an empathetic approach as well as being able to inspire, influence, and develop others.



# Four Domains of Emotional Intelligence

## Self Awareness

- ✓ Emotional Self Awareness



## Self Management

- ✓ Emotional Balance
- ✓ Adaptability
- ✓ Achievement Oriented
- ✓ Positive Outlook



## Social Awareness

- ✓ Empathy
- ✓ Organizational Awareness



## Relationship Management

- ✓ Influence
- ✓ Coach and Mentor
- ✓ Inspirational Leader
- ✓ Conflict Management
- ✓ Teamwork



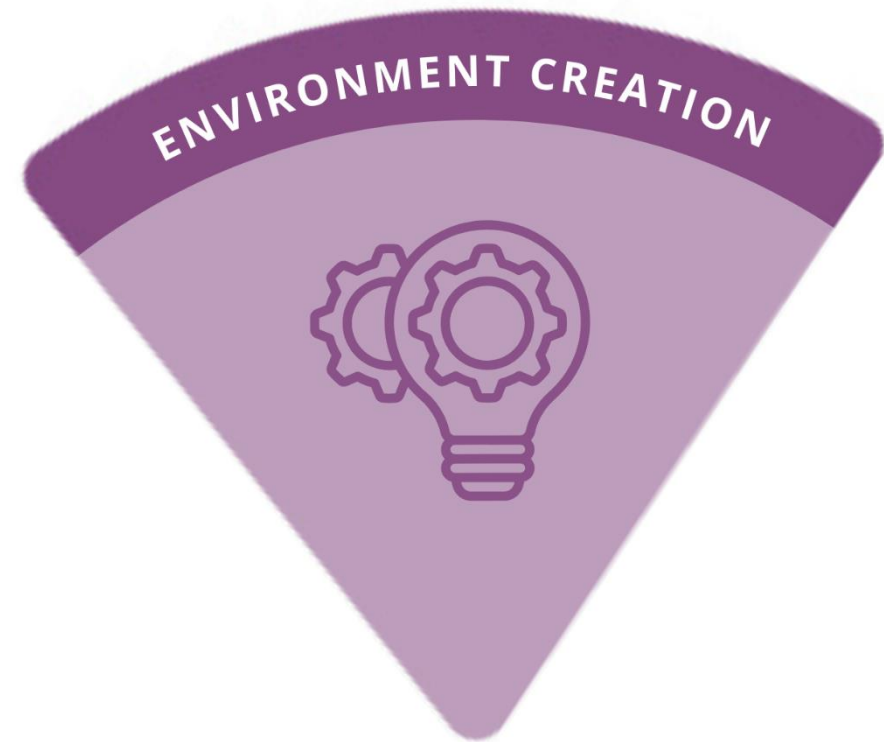
# Cultural Competency / Equity Focus



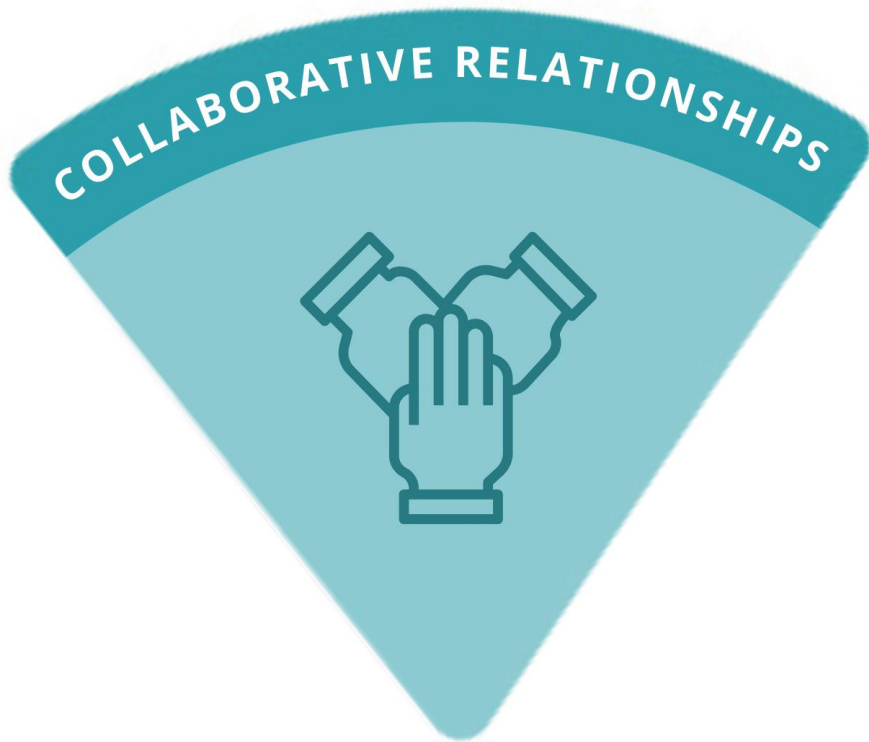
- The ability to work effectively with culturally diverse people and enact a commitment to fairness and to the full participation of all members of a group.

# Creating the Environment

- The ability to create safe, respectful, innovative, and purposeful learning climates that actively engage learners.



# Building Collaborative Relationships



- The ability to form and maintain trusting relationships that enable meaningful collaborations.

# Activities

# An Emotionally Intelligent Person:

- Recognizes their own emotions
- Relates to others' emotions
- Actively listens to others
- Understands the nonverbal cues of behavior
- Receives feedback positively

# What is Self-Awareness?

- The ability to recognize how our feelings impact our behavior and interactions with others
  - Knowing who we are and what we bring to the situation
- Fundamental to emotional intelligence
- Relates to our capacity for introspection, reflection, and internal and external awareness
- Helps us manage impulses, motivation, and reactions



# Why This Matters

- As we begin learning about unconscious bias, focus on what your body and mind are telling you – this is important data
- Awareness of unconscious biases and your ability to disrupt them is an intrapersonal essential skill



# Weather Check In

Turn to the person next to you and identify how you are feeling right now in terms of weather.

For example: “I feel like a thunderstorm.”

# EI in the Workplace



- Improved communication
- Increased teamwork
- More comfortable work environment
- Increased empathy
- Greater career satisfaction
- Improved problem solving and conflict resolution

# Active Listening

When you not only hear what someone is saying, but also attune to their thoughts and feelings.

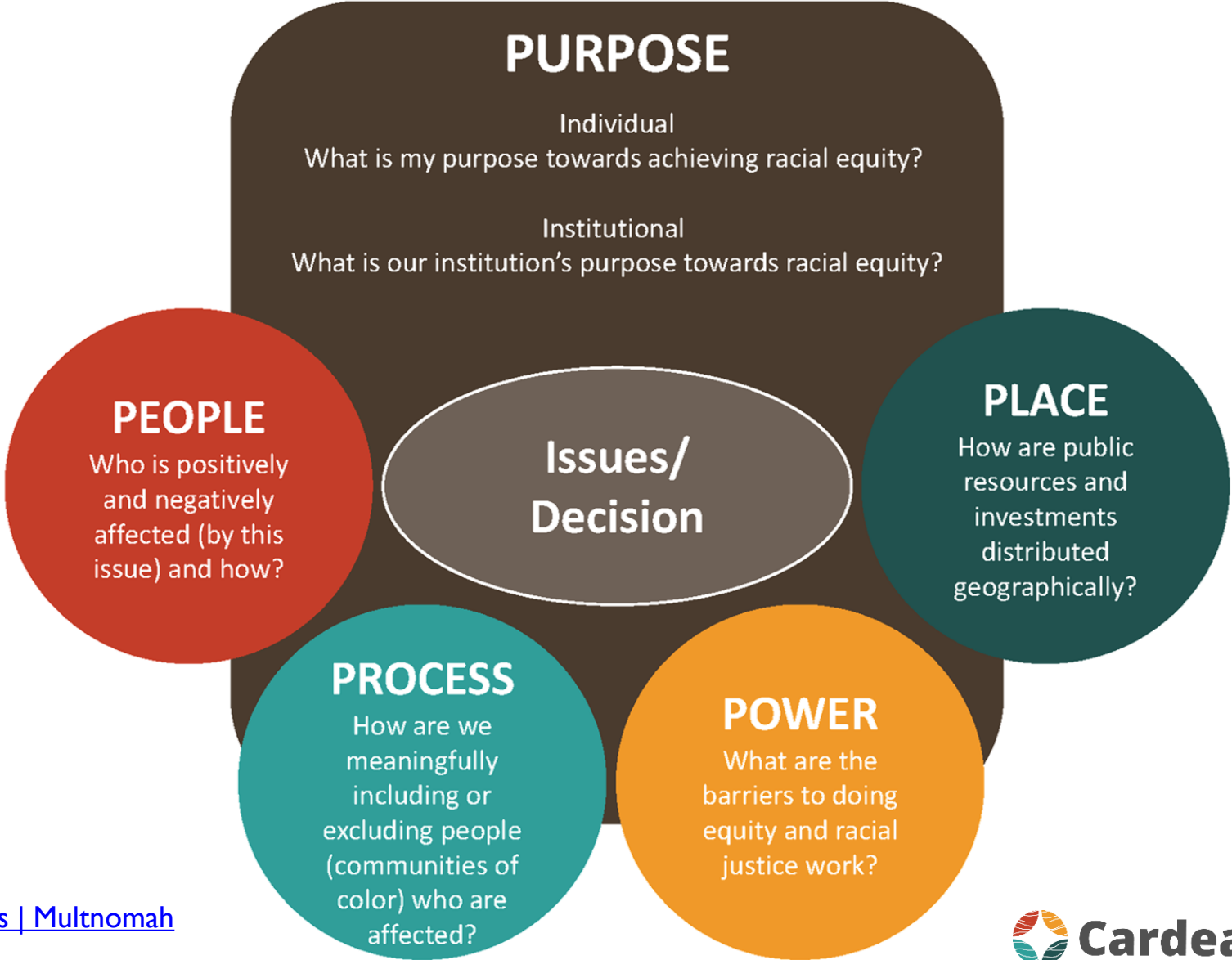
It turns a conversation into an active, non-competitive, two-way interaction.

[What Is Active Listening? \(hbr.org\)](http://hbr.org)

# Heard, Seen, Respected

- In this exercise, we can practice deep listening and empathy.
- Working in pairs, one person tells a story of a time when they didn't feel heard, seen, or respected in their IPC work.
- The other person's job is to listen deeply and not try to fix or judge the situation.
- At the end of the storytelling, each person reflects on how they felt from their perspective, whether they were listening or speaking.

# Equity and Empowerment Lens



# Equity Scenario Activity

- Pair up with the person next to you and use the Framework questions to work through the case study.



# Equity Case Study Activity

You are training environmental services staff in safety precautions to prevent infection transmission. After a few minutes, a participant mentions that many of the staff do not speak much English and aren't able to understand the content.

Prior to the training, you spoke to the facility director about the EVS staff's training needs. The director assured you that staff spoke English and that training and materials would not need to be in any other language.





# Closing



# Building Blocks to Relationships with IPC Partners

- Communication
- Emotional Intelligence
- Cultural Competency / Equity
- Environment Creation
- Collaborative Relationships

# Virtual Learning Community



**Scan the QR Code to  
Join!**

# Explore the Community

- Start a discussion or reply to other discussions
- Explore files in the library
- View upcoming events and connect with other community members

The screenshot displays the user interface for the 'Essential Skills for Infection Prevention and Control Virtual Learning Community'. At the top, the title 'Essential Skills for Infection Prevention and Control Virtual Learning Community' is shown with a dropdown arrow. Below the title is a navigation bar with links for 'Community Home', 'Discussion 26', 'Library 22', 'Events 0', and 'Members 53', along with a 'Settings' button. The main content area features a '#IPC' hashtag, a 'Community Announcements' section with an 'Add Announcement' button, and a 'Quick Links' section with links to 'Home' and 'My Communities'.

# Questions



# Your Feedback Matters



**Scan the QR Code to Let  
Us Know How We Did!**

# Acknowledgements

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# Thank you!

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