

# Negative Service Delivery Experiences as an Indigenous Person/Woman

August 12, 2025

1:30-3:00pm MT

This session is a workshop interactive experience and Indigenous-based methodology on personal experiences as an individual person within the journey of negative Service delivery. Although most experiences are predominantly within personal aspects, correlation between professional knowledge and cultural methodologies are easily invoked as a methodology for continuous learning in all proximities of Service Development/Delivery.



## Learning Outcomes:

- Creating safer spaces
- Intergenerational trauma is not linear and highly evolving
- Associating realistic standards and service delivery implementations that nourishes service delivery within all Indigenous Populations
- Help support and encourage relationship building within service providers, employees, administration, and programming

## Speakers:

Michelle Soto, Woodland Cree/Dene Tha. Third year Indigenous Governance and Administration Degree, Yellowhead Tribal College. Third year Indigenous Social Work Degree. 24-Year cultural mentorship with paternal grandmother who is a pipe/sweat lodge holder and traditional knowledge keeper/artisan. Cultural helper, Traditional artist, Four-time Arts Grant recipient.



Target Audience: Employees, Administration, Elders, Leadership, and any Employee/Person who works closely within the Indigenous Population

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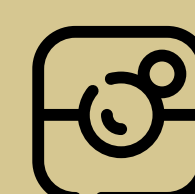
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