

INCLUSIVE INTERCULTURAL COMMUNICATION SKILLS

A workshop for healthcare professionals

bringing clarity and empathy to communication in culturally diverse teams

acrobat-global

Who is this workshop for?

This two-hour, online workshop is aimed at healthcare professionals who are keen to enhance their performance and encourage collaboration and inclusive communication in a culturally and linguistically diverse workplace.

OVERVIEW

A culturally and linguistically diverse workplace is undoubtedly enriching but it can also bring its own challenges.

This highly practical and interactive workshop provides the opportunity to explore these challenges and offers tips and strategies that can be used straightaway.

LEARNING OUTCOMES

By the end of this workshop, participants will be able to:

- **identify** language that can be difficult for people who speak English as an additional language
- **demonstrate** a more inclusive use of language particularly with regard to speed, politeness, humour etc
- **facilitate** clearer online communication/phone calls
- **evaluate** different perspectives that might affect collaboration and communication (eg regarding time-keeping and schedules, roles and responsibilities, use of other languages at work)
- **assess** how language affects identity and staff well-being

Testimonials:

"Really thought provoking and it was wonderful to consider how things could be changed, eg interview structure, recruitment forms etc."

"Overseas colleagues are increasingly essential to the NHS. Attending this course is the least we can do to make ourselves aware about the communication challenges."

"This course should be mandatory for all NHS staff"

"I saw the immediate relevance to my work and started to make adaptations to my own written and spoken communication style."

About the trainers: Zanne Gaynor and Kathryn Alevizos are published authors and co-founders of Acrobat Global. Their workshops draw on tips and strategies from their book *Is that clear? Effective communication in a multilingual world* which was shortlisted for a **Business Book Award** in 2020.

Duration: 2 hours online

Go to www.acrobat-global.com or contact Zanne and Kathryn for more details: training@acrobat-global.com

**plus FREE pdf for all participants*

