

Practical communication strategies for international healthcare professionals

a 1.5 hour workshop that supports internationally educated staff working in the NHS



Who is this workshop for?

This online workshop is aimed at international healthcare professionals who speak English as a second language and who are keen to enhance their communication skills and develop rapport with colleagues and patients.

OVERVIEW

Living and working in a different country is undoubtedly enriching but it can also bring its own challenges. Internationally educated recruits often have to learn new cultural and social norms and adapt to different ways of communicating and collaborating in their teams.

This highly practical and thought-provoking workshop provides the opportunity to explore these challenges and share experiences. It offers simple tips and strategies that support and encourage international members of staff.

After the workshop, participants are able to:

- **recognise** the barriers to effective communication in a culturally and linguistically diverse workplace
- **apply** a range of strategies to support their communication at work (both face to face and on the phone)
- **communicate** more assertively and effectively with colleagues and patients

Testimonials:

'It was really beneficial'

'..telephone calls and ambiguous language ...really helpful'

'this was a good workshop that gives us more knowledge on how to communicate well'

'I feel very encouraged after this'



About the trainers:

Zanne Gaynor and **Kathryn Alevizos** are authors of #1 Amazon Bestseller 'Is that clear?' which was shortlisted for a **Business Book Award** in 2020. They have first-hand experience of working abroad and training international staff in the global workplace.