

# Practical communication strategies for international healthcare professionals

a 1.5 hour workshop that supports overseas 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.

This highly practical and thought-provoking workshop provides the opportunity to explore these challenges and share experiences. It offers practical tips and strategies that support and encourage staff working in an additional language.

### 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'*

**Duration: 1.5 hours online**



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.

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