

KKU Workshop Program
Excellence in English Communication: A Primer for Pharmacists
July 11 – 15, 2016
 At Asia Hotel, Rachathewee-Pyathai, Bangkok

Module 1: Essentials in English Communication in Pharmacy Service (*Basic to Intermediate Level*)

Date & Time	Topics/Sessions	Responsible Persons
Mon, Jul 11 - Theme: Essentials in English Communication Skills		
08:30 – 08:45	Introduction to the workshop	Maneerat
08:45 – 09:00	Opening ceremony	Dean
09:00 – 09:45	English communication skills development toward the ASEAN and global economic community	Dr. Nilswan Leelarasamee President, The Pharmacy Council of Thailand
09:45 – 10:00	Q&A	
10:00 – 10:15	<i>Refreshment break</i>	
10:15 – 11:45	Introduction to professional English communication - Key success factors in improving English proficiency - Tips & tools for increasing English proficiency	Maneerat
11:45 – 12:15	Workshop group arrangement	
12:15 – 13:00	<i>Lunch break</i>	
13:00 – 14:30	Social etiquette and other cultural issues in English communication - Initiating a proper small talk - Do's & Don'ts when communicating with foreigners	Maneerat
14:30 – 14:45	<i>Refreshment break</i>	
14:45 – 15:30	<i>Workshop 1: Pronunciation drills</i> <i>Workshop 2: Reviewing on common English dialogues</i>	Maneerat, Glen & Pawalee
15:30 – 17:00	Day 1 wrap-up Vocabulary list for today	Maneerat, Glen, & Pawalee

Date & Time	Topics/Sessions	Responsible Persons
Tue, Jul 12 - Theme: Essentials in English Communication Skills		
09:00 – 10:30	Communicating with native English speakers - How to initiate a proper small talk - How to improve your understanding of native English speakers	Maneerat
10:30 – 10:45	<i>Refreshment break</i>	
10:45 – 12:00	Social etiquette and other cultural issues in English communication - Do's & Don'ts when communicating with foreigners	Maneerat
12:00 – 13:00	<i>Lunch break</i>	
13:00 – 14:30	Effective business communication <i>Workshop 3: Handling phone calls</i>	Maneerat, Glenn & Pawalee
14:30 – 14:45	<i>Refreshment break</i>	
14:30 – 16:30	<i>Workshop 4: Writing effective emails</i>	Maneerat, Glenn & Pawalee
16:30 – 17:00	Day 2 wrap-up Vocabulary list for today	Maneerat, Glenn & Pawalee
Wed, Jul 13 - Theme: English Communication in Pharmacy Service		
09:00 – 10:30	Developing English language and communication skills for patient encounters: - Verbal & non-verbal communication - Potential barriers to pharmacist's communication	Michael & Maneerat
10:30 – 10:45	<i>Refreshment break</i>	
10:45 – 12:00	Good practice in conducting patient interviews: - Understanding common lay terms for describing symptoms - Inquiring about past medical, social and family history - Giving instructions on drug administration	Michael & Maneerat
12:00 – 13:00	<i>Lunch break</i>	
13:00 – 14:30	<i>Workshop 5: Patient interviews and counseling</i> - Critique on APhA Patient Counseling Competitions	Michael, Maneerat, Glenn & Pawalee
14:30 – 14:45	<i>Refreshment break</i>	
14:45 – 16:30	<i>Workshop 6: Patient interviews and counseling</i> - Demonstrations - Discussion forum on lessons learned mentors and patients' comments on the activity	Michael, Maneerat, Glenn & Pawalee
16:30 – 17:00	Day 3 wrap-up Vocabulary list for today	Michael, Maneerat, Glenn & Pawalee

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Module 2: Professional English Communication for Pharmacy Managers (<i>Advanced Level</i>)		
Thu, Jul 14 - Theme: <i>Experiential Learning in Pharmacy Practice</i>		
09:00 – 10:30	Successful practice in medication therapy management (MTM): - Concept of MTM program	Michael & Maneerat
10:30 – 10:45	<i>Refreshment break</i>	
10:45 – 12:00	Successful practice in medication therapy management (MTM): - Essentials in providing MTM	Michael & Maneerat
12:00 – 13:00	<i>Lunch break</i>	
13:00 – 14:30	<u><i>Workshop 7: Handling patients in various situations (Part I)</i></u> - Cases presentation - Discussion forum on lessons learned	Michael, Maneerat, Glenn, Pawalee, Cameese, Greta, Sophia, Quinton, Kathy, & Patanong
14:30 – 14:45	<i>Refreshment break</i>	
14:45 – 16:30	<u><i>Workshop 8: Handling patients in various situations (Part II)</i></u> - Cases presentation - Discussion forum on lessons learned - Group mentors and patients' comments on the activity	Michael, Maneerat, Glenn, Pawalee, Cameese, Greta, Sophia, Quinton, Kathy, & Patanong
16:30 – 17:00	Day 4 wrap-up Vocabulary list for today	Michael, Maneerat, Glenn, Pawalee, Cameese, Greta, Sophia, Quinton, Kathy, & Patanong
Fri, Jul 15 - Theme: <i>Professional Presentation Skills for Success</i>		
09:00 – 10:30	Developing a powerful presentation - Effective ways to prepare a speech	Maneerat
10:30 – 10:45	<i>Refreshment break</i>	
10:45 – 12:00	Developing a powerful presentation - Delivering a speech with excellence	Maneerat

Date & Time	Topics/Sessions	Responsible Persons
12:15 – 13:00	<i>Lunch break</i>	
13:00 – 14:30	Professional presentation skills for success <i>Workshop 9: Welcoming foreign guests to your organization!</i>	Maneerat & Team
14:30 – 14:45	<i>Refreshment break</i>	
14:45 – 16:30	<i>Workshop 10: Impromptu Speech</i> Q&A	Maneerat & Team
16:30 – 17:00	Day 5 wrap-up Vocabulary list for today	
	Workshop evaluation	