

**KKU Workshop Program:  
Practical English Communication in Pharmacy Services  
July 17 – 21, 2017  
Narai Hotel, Silom Road, Bangkok**

<b>Module 1: Fundamental English Communication in Pharmacy Services (Basic to Intermediate Level)</b>		
<b>Date &amp; Time</b>	<b>Topics/Sessions</b>	<b>Responsible Persons</b>
<b>Mon, Jul 17 - Theme: Practical English Communication Skills</b>		
08:30 – 08:45	Welcome to the workshop	<b>Maneerat</b>
08:45 – 09:00	Opening ceremony	<b>Dean</b>
09:00 – 10:00	<b>Introduction to professional English communication skills (Part 1): The mindset</b> - How to deal with fears when communicating with foreigners	<b>Maneerat</b>
<b>Refreshment break</b>		
10:00 – 12:00	<b>Introduction to professional English communication skills (Part 2): The toolsets</b> - Strategies to improve English communication skills - Toolbox for English communication skills development - Strategy in "accent modification"	<b>Maneerat</b>
<b>Lunch break</b>		
12:00 – 13:00		
13:00 – 14:00	<b>Communicating with native English speakers:</b> - How to improve your understanding of native English speakers - How to initiate a proper small talk	<b>Maneerat</b>
<b>Refreshment break</b>		
14:00 – 17:00	<i>Workshop 1&amp;2: Speaking and pronunciation practice</i> <b>(3 Group)</b> <b>Day 1 wrap-up</b>	<b>Maneerat, Glen, Arada&amp;Khemanat</b>
<b>Tue, Jul 18 - Theme: Exploring the Patient Journey</b>		
09:00 – 10:00	<b>Culture and context:</b> Communicating with people during 14 years of living and working in Thailand	<b>Steve &amp; Maneerat</b>
<b>Refreshment break</b>		
10:00 – 12:00	<b>Reflection on the patient journey map-</b> how can pharmacists help?	<b>Maneerat</b>
<b>Lunch break</b>		
12:00 – 13:00		
13:00 – 14:00	<b>Common terms used in pharmacy services:</b>	<b>Maneerat</b>
<b>Refreshment break</b>		
14:00 – 17:00	<i>Workshop 3 &amp; 4: Basic communication skills in pharmacy services exercises</i> <b>(3 Group)</b> <b>Day 2 wrap-up</b>	<b>Maneerat, Glen, Arada&amp;Khemanat</b>

<b>Wed, Jul 19 - Theme: English Communication in Pharmacy Services</b>		
09:00 – 12:00	<b>Developing English language and communication skills for patient-centered pharmacy service:</b> - Verbal & non-verbal communication - Potential barriers to pharmacist's communication <b>(2 Group)</b>	<b>Michael &amp; Maneerat</b>
12:00 – 13:00	<b>Lunch break</b>	
13:00 – 17:00	<u>Workshop 5: Common phrases used during patient interviews and counseling</u> - Small group discussion <b>(4 Group)</b> <b>Day 3 wrap-up</b>	<b>Michael, Maneerat, Glen, Arada &amp; Khemanat</b>
<b>Module 2: Advanced English Communication in Pharmacy Service (Intermediate to Advanced Level)</b>		
<b>Thu, Jul 20 - Theme: Advanced English Communication in Pharmacy Service</b>		
09:00 – 12:00	<b>Essentials in English communication in pharmacy services:</b> - Providing drug information - Giving instructions on drug administration and proper storage - Explaining about side effects - Giving patient counseling and other advice on behavioral modification <b>(2 Group)</b>	<b>Michael &amp; Maneerat</b>
12:00 – 13:00	<b>Lunch break</b>	
13:00 – 14:00	<u>Handling patients</u> - Instruction brief <b>(2 Group)</b>	<b>Michael &amp; Maneerat</b>
14:00 – 17:00	<u>Workshop 7&amp;8: Handling patients (Part I)</u> - Discussion forum on lessons learned <b>(10 Group)</b> <b>Day 4 wrap-up</b>	<b>Main speakers:</b> Michael & Maneerat  <b>Simulating patients:</b> Stephen, Reshmie, Donn, Carlo, Phillip, Glen, Arada & Khemanat, Reuben
<b>Fri, Jul 21 - Theme: Professional Presentation Skills for Success</b>		
09:00 – 12:00	<b>Key success factors in improving English proficiency for professional English presentation skills:</b> - The mindset - The skillsets	<b>Maneerat</b>
12:00 – 13:00	<b>Lunch break</b>	
13:00 – 17:00	<b>Professional presentation skills for success</b> <u>Workshop 9: Welcoming foreign guests to your organization!</u> <b>(2 Group)</b> <b>Day 5 wrap-up</b>	<b>Maneerat &amp; Glen</b>
	<b>Workshop Evaluation</b>	