

KKU Workshop Program 2018
Workshop: Enhancing English Communication Skills in Pharmacy Service
May 16 – 18, 2018
@ The Imperial Maeping Hotel, Chiangmai

Date & Time	Topics/Sessions	Responsible Persons
Wed, May 16 - Theme: Cultural competence in English communication		
08:30 – 08:45	Introduction to the workshop	Maneerat
08:45 – 09:00	Opening ceremony	Dean/ Representative
09:00 – 10:00	Keynote lecture: "Culture and context of communication in pharmacy service/business"	Joe Thompson/ Maneerat
10:00 – 12:00	Developing professional English communication skills: The mindset and the toolsets - How to deal with fears when communicating with foreigners - Strategies to improve English communication skills - Toolbox for English communication skills development	Maneerat
12:00 – 13:00	Lunch break	
13:00 – 14:30	<u>Workshop 1: Accent modification</u> - Challenges in pronunciation for Thai speakers - Mobile apps for improving your accent - Tongue Twister Award!	Main speaker: Maneerat Subgroup speakers: Glenn & Joe
14:30 – 17:00	<u>Workshop 2: Social etiquette and other cultural issues in English business communication</u> - Small talk - Handshake and exchanging name cards - Social dialogue & with patients	Main speaker: Maneerat Subgroup speakers: Glenn & Joe
Thu, May 17 - Theme: English Communication in Pharmacy Service I		
09:00 – 10:30	Essentials in English communication in pharmacy service: - Providing drug information - Giving instructions on drug administration and proper storage - Giving patient counseling and other advice on behavioral modification	Maneerat
10:30 – 12:00	Reflection on the patient journey map - how can pharmacists help?	Maneerat
12:00 – 13:00	Lunch break	

Date & Time	Topics/Sessions	Responsible Persons
13:00 – 14:30	<i>Workshop 3: Handling patients in various situations (Part I)</i> - Cases presentation	Main speaker: Maneerat Subgroup speakers: Glenn, Joe & Team
14:30 – 17:00	<i>Workshop 4: Handling patients in various situations (Part II)</i> - Cases presentation - Discussion forum on lessons learned - "The One" Award!	Main speaker: Maneerat Subgroup speakers: Glenn, Joe & Team
Fri, May 18 - Theme: English Communication in Pharmacy Service II		
09:00 – 10:30	Strengthening the pharmacist-patient therapeutic relationship	Maneerat
10:30– 12:00	Enhancing health literacy: - <i>Ways to improve patient understanding</i> - <i>Communicating with children or adolescent patients</i> - <i>Communicating with elderly and challenging patients</i>	Maneerat
12:00 – 13:00	Lunch break	
13:00 – 14:30	<i>Workshop 5: Enhancing communication skills in pharmacy services</i> - "The Instructor" Award!	Main speaker: Maneerat Subgroup speaker: Glenn
14:30 – 17:00	<i>Workshop 6: Situational communication skills in pharmacy services</i> - Discussion forum on lessons learned - Wrap-up	Main speaker: Maneerat Subgroup speaker: Glenn
Workshop evaluation		