

KKU Workshop Program 2019
 Training the Trainers: Essential English Communication Skills for Pharmacists
 July 10 – 12, 2019
 @ The Metropole Hotel Phuket, Phuket

Date & Time	Topics/Sessions	Responsible Persons
Wed, July 10 - 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 – 10:30	Keynote lecture: <i>“Intercultural Communication: Non-verbal Communication Patterns, Body Language, Personal Space”</i>	Vorravee Pattaravongvisut
10:30 – 11:00 11:00 – 12:00	Simple languages of French, German, and Italian for practical communication <u>Workshop 1: Easy dialog with European foreigners</u>	Main speaker: Vorravee Subgroup speakers: Maneerat, Nathan & Felicia
12:00 – 13:00	Lunch break	
13:00 – 14:30	Developing professional English communication skills: The mindset and the toolsets <ul style="list-style-type: none"> - How to deal with fears when communicating with foreigners - Strategies to improve English communication skills - Toolbox for English communication skills development <u>Workshop 2: Accent modification</u> <ul style="list-style-type: none"> - Challenges in pronunciation for Thai speakers - Mobile apps for improving your accent - The Tongue Twister Award! 	Main speaker: Maneerat Subgroup speakers: Vorravee, Nathan & Felicia
14:30 – 17:00	<u>Workshop 3: Social etiquette and other cultural issues in English business communication</u> <ul style="list-style-type: none"> - Small talk - Handshake and exchanging name cards - Social dialogue at business/academic conferences 	Main speaker: Maneerat Subgroup speakers: Vorravee, Nathan & Felicia

Date & Time	Topics/Sessions	Responsible Persons
Thu, July 11 - 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	Michael Ozsko/ Maneerat
10:30 – 12:00	Reflection on the patient journey map - how can pharmacists help?	Michael Ozsko/ Maneerat
12:00 – 13:00	<i>Lunch break</i>	
13:00 – 14:30	<u>Workshop 4: Handling patients in various situations (Part I)</u> - Cases presentation	Main speaker: Michael Ozsko Subgroup speakers: Maneerat, Vorravee, Nathan & Felicia & Team
14:30 – 17:00	<u>Workshop 4: Handling patients in various situations (Part II)</u> - Cases presentation - Discussion forum on lessons learned - “The One” Award!	Main speaker: Michael Ozsko Subgroup speakers: Maneerat, Vorravee, Nathan & Felicia & Team
Fri, July 12 - Theme: English Communication in Pharmacy Service II		
09:00 – 10:30	Strengthening the pharmacist-patient therapeutic relationship	Michael Ozsko/ Maneerat
10:30– 12:00	<u>Workshop 5: Enhancing communication skills in pharmacy services</u>	Main speaker: Michael Ozsko Subgroup speakers: Maneerat, Nathan & Felicia & Team
12:00 – 13:00	<i>Lunch break</i>	
13:00 – 14:30	Enhancing health literacy: - Ways to improve patient understanding	Main speaker: Michael Ozsko

Date & Time	Topics/Sessions	Responsible Persons
	<ul style="list-style-type: none"> - <i>Communicating with children or adolescent patients</i> - <i>Communicating with elderly and challenging patients -</i> 	Subgroup speakers: Maneerat, Nathan & Felicia & Team
14:30 – 17:00	<u>Workshop 6: Situational communication skills in pharmacy services</u> <ul style="list-style-type: none"> - Discussion forum on lessons learned - Wrap-up “The Instructor” Award!	Main speaker: Michael Ozsko Subgroup speakers: Maneerat, Nathan & Felicia & Team
	Workshop evaluation	