

Activities Brief: KKU Workshop Program 2022
"Professional English Communication in Pharmacy Practice"
Online: April 21 – 22, 2022 via ZOOM

Date & Time	Topics/Sessions	Responsible Persons
Thu, April 21 - Theme: Professional English Communication Competency		
08:30 – 08:45	Introduction to the workshop	Maneerat
08:45 – 09:00	Opening ceremony	Dean/ Representative
09:00 – 9:10	LIVE Talk: "Survival Skills for Success in Pharmacy Practice during COVID-19: A Practical Experience in the US" <ul style="list-style-type: none"> - Introduce the session and the speaker by the moderator 	Moderator: Maneerat
09:10 – 10:10	"Skills for Success in Pharmacy Practice during COVID-19: A Practical Experience in the US" <ul style="list-style-type: none"> - About your journey to become a pharmacist in USA - Pros and cons working as a pharmacist there compared to Khon Kaen Hospital - What are some challenges? <ul style="list-style-type: none"> o COVID-19 Era - Pharmacy service in California: before vs. after the vaccination law - Cross-cultural communication issues and strategies <ul style="list-style-type: none"> o Barriers/incompetency when you started your career in the US 	Speaker: Krittiya Mala Carter Moderator: Maneerat
10:10 – 10:30	Q&A Forum	Speaker: Krittiya Mala Carter Moderator: Maneerat
10:30 – 12:00	Developing Professional Communication Competency: <ul style="list-style-type: none"> - Key concepts of communication in pharmacy service - Tips on how to enhance your professional English communication competency - Understand the multicultural sensibility and the nonverbal communication patterns, body language, space, and time - The Do's and Don'ts for social etiquette and other cultural issues 	Maneerat
12:00 – 13:00	Lunch break	
13:00 – 13:15 Main Room	Introduction: <ul style="list-style-type: none"> - Agenda of the workshop activities - Meet the mentors! 	Main speaker: Maneerat

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	<ul style="list-style-type: none"> - Brief on the activities before randomly assign each pharmacist to join the subgroups 	Sub-group speakers: Mark, Herb, Pekka, Glen, Lucy
13:15 – 15:00 Breakout rooms	<p><u>Workshop 1: "Who are you – answering in 2 minutes?"</u></p> <p>Objectives</p> <ul style="list-style-type: none"> - To improve English communication skills by speaking and listening attentively - To get to know each member in the breakout room 	<p>Main speaker: Maneerat</p> <p>Sub-group speakers: Mark, Herb, Pekka, Glen, Lucy</p>
15:00 – 15:15 Main Room	<p>Debrief forum:</p> <ul style="list-style-type: none"> - Each group would introduce their members to the audience in the main room. Also, the members in that individual group can help adding some more details to make a complete story about the person being introduced. - Reflection on the lessons learned by each group members and coach - Each mentor can share some challenging words for Thai speakers to pronounce in English including some tips on how to say those words to guide the accent modification. 	<p>Main speaker: Maneerat</p> <p>Sub-group speakers: Mark, Herb, Pekka, Glen, Lucy</p>
15:15 – 16:30 Main Room	<p><u>Workshop 2: Common English used in pharmacy service</u></p> <p>Objectives</p> <ul style="list-style-type: none"> - To learn the common terms and expression used by patients during a pharmacy service - To explore your effective communication approach when dealing with foreigners - To discuss some cross-cultural issues that the audience have experienced and would like to share. Based on the scenarios, let us comment on the following: <ul style="list-style-type: none"> ○ How would the Thai audience identify and interpret the meaning of what the <i>nonverbal communication</i>/ body language in those scenarios? ○ Is it different from how the foreigners/ coaches perceive? ○ How should we deal with the situation more properly? 	<p>Main speaker: Maneerat</p> <p>Sub-group speakers: Mark, Herb, Pekka, Glen, Lucy</p>
16:30 – 17:00 Main Room	<p>Debrief forum:</p> <ul style="list-style-type: none"> - Reflection on the lessons learned - The mentors can share some challenging words for Thai speakers to pronounce in English including tips on how to say those words to guide the accent modification. 	<p>Main speaker: Maneerat</p> <p>Sub-group speakers:</p>

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	Word List Time	Mark, Herb, Pekka, Glen, Lucy
Fri, April 22 - Theme: Professional Interviewing in Pharmacy Service		
09:00 – 10:10	LIVE Talk: "Lessons Learned in Pharmacy Service across Countries: From Paris to Bangkok" <ul style="list-style-type: none"> - About your career journey from France to Thailand - Pros and cons working as a pharmacist there compared to Thai setting - Any cross-cultural communication issues that you would like to share with us e.g. <ul style="list-style-type: none"> o Barriers/incompetency when you started your career now and then o Strategies to deal with the challenges in giving pharmacy service o Current experience dealing with foreign patients from around the world at JCI-accredited hospital at Bumrungrad Hospital o Standard of practice during COVID-19 Era 	Speaker: Elizabeth Ky Moderator: Maneerat
10:10 – 10:30	Q&A Forum	Speaker: Elizabeth Ky Moderator: Maneerat
10:30 – 12:00	Motivational Interviewing (MI) in Pharmacy Service: - A patient-centered collaborative approach to foster positive behavioral changes in alcohol abuse, smoking cessation, weight loss, and medical adherence	Maneerat
12:00 – 13:00	Lunch break	
13:00 – 13:15 Main Room	Introduction: <ul style="list-style-type: none"> - Agenda of the workshop activities - Meet the mentors! - Brief on the activities before randomly assign each pharmacist to join the 4 counseling rooms 	Main speaker: Maneerat Sub-group speakers: Mark, Herb, Pekka, Glen, Lucy, Elizabeth
13:15 – 16:30 Breakout rooms	<u>Workshop 3: Motivational Interviewing (MI) in the Real World during COVID-19 Pandemic</u> Objectives <ul style="list-style-type: none"> - To apply MI skills by speaking and listening carefully - To respond to patients' need during the COVID-19 outbreak <p><i>Applying Motivational Interviewing (MI) Rotations: These are patient-centered sessions of counseling to influence positive</i></p>	Main speaker: Maneerat Sub-group speakers: Mark, Herb, Pekka, Glen, Lucy, Elizabeth

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	<i>health behaviors through strengthening personal motivation and promote self-efficacy among each patient.</i>	
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	Workshop evaluation	