

**Activities Brief: KKU Workshop Program 2023**  
**“Secrets of Effective English Communication in Pharmacy Service”**  
**May 24-26, 2023**  
**@ Avani Khon Kaen (Onsite) and LIVE via ZOOM (Online)**

Date & Time	Topics/Sessions	Responsible Persons
<b>Wed, May 24 - Theme: Secrets of Effective English Communication</b>		
08:30 – 08:45	<b>Introduction to the workshop</b>	Maneerat
08:45 – 09:00	<b>Opening ceremony</b>	Dean/ Representative
09:00 – 10:30	<b>10 Secrets of Effective English Communication</b> - Key concepts of communication in pharmacy service - Tips on how to enhance your professional English communication competency	<b>Speaker:</b> Maneerat
10:30 – 12:00	<b>Developing Professional Communication Competency:</b> - 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	<b>Lunch break</b>	
13:00 – 14:00 Main Room	<b>Introduction:</b> - Agenda of the workshop activities - Meet the mentors! - Brief on the activities before randomly assign each pharmacist to join the subgroups	<b>Main speaker:</b> Maneerat <b>Sub-group speakers:</b> Mark, Herb, David, Jennifer, Jeff, Emma, & Glenn
14:00 – 16:00 Breakout rooms onsite and online	<b>Workshop 1: “Who are you?”</b> <b>Objectives</b> - To improve English communication skills by speaking and listening attentively - To get to know each member in the breakout rooms	<b>Main speaker:</b> Maneerat <b>Sub-group speakers:</b> Mark, Herb, David, Jennifer, Jeff, Emma, & Glenn
16:00 – 17:00 Main room	<b>Debrief forum:</b> - 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	<b>Main speaker:</b> Maneerat <b>Sub-group speakers:</b> Mark, Herb, David, Jennifer, Jeff, Emma, & Glenn

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<b>Thu, May 25 - Theme: Professional English Communication in Pharmacy Service</b>		
09:00 – 10:30	<b>Professional English Communication in Pharmacy Service:</b> - Common English used in pharmacy service	<b>Speaker:</b> Maneerat
10:30 – 12:00	<b>Lessons Learned in Pharmacy Service across Countries</b> - Heuristic experience and strategies when dealing with challenges in pharmacy service	Maneerat
12:00 – 13:00	<b><i>Lunch break</i></b>	
13:00 – 14:00 Main Room	<b>Introduction:</b> - Agenda of the workshop activities - Meet the mentors! - Brief on the activities before randomly assign each pharmacist to join the counseling rooms	<b>Main speaker:</b> Maneerat <b>Sub-group speakers:</b> Mark, Herb, David, Jennifer, Jeff, Emma, & Glenn
14:00 – 16:00 Breakout rooms	<b><u>Workshop 2: Common English used in pharmacy service</u></b> <b>Objectives</b> - To learn the common terms and expression used by patients during a pharmacy service - To explore your effective communication approach when dealing with foreigners <ul style="list-style-type: none"> <li>○ How would the Thai audience identify and interpret the meaning of what the <i>nonverbal communication</i>/body language in those scenarios?</li> <li>○ Is it different from how the foreigners/coaches perceive?</li> <li>○ How should we deal with the situation more properly?</li> </ul>	<b>Main speaker:</b> Maneerat <b>Sub-group speakers:</b> Mark, Herb, David, Jennifer, Jeff, Emma, & Glenn
16:00 – 17:00 Main room	<b>Debrief forum:</b> - 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	<b>Main speaker:</b> Maneerat <b>Sub-group speakers:</b> Mark, Herb, David, Jennifer, Jeff, Emma, & Glenn
<b>Fri, May 26 - Theme: Motivational Interviewing in Pharmacy Service</b>		
09:00 – 10:30	<b>Motivational Interviewing (MI) in Pharmacy Service:</b> - A patient-centered collaborative approach to foster positive behavioral changes in alcohol abuse, smoking cessation, weight loss, and medical adherence	<b>Speaker:</b> Maneerat

Date & Time	Topics/Sessions	Responsible Persons
10:30 – 12:00	<b>Dealing with challenging patients:</b> - Heuristic experience and strategies when dealing with challenging patients	Maneerat
12:00 – 13:00	<b>Lunch break</b>	
13:00 – 14:00 Main Room	<b>Introduction:</b> - Agenda of the workshop activities - Meet the mentors! - Brief on the activities before randomly assign each pharmacist to join the counseling rooms	<b>Main speaker:</b> Maneerat  <b>Sub-group speakers:</b> Mark, Herb, David, Jennifer, Jeff, Emma, & Glenn
14:00 – 16:00 Breakout rooms	<b><u>Workshop 3: Motivational Interviewing (MI) in the Real World</u></b> <b>Objectives</b> - To apply MI skills by speaking and listening carefully  <i>Applying Motivational Interviewing (MI) Rotations: These are patient-centered sessions of counseling to influence positive health behaviors through strengthening personal motivation and promote self-efficacy among each patient.</i>	<b>Main speaker:</b> Maneerat  <b>Sub-group speakers:</b> Mark, Herb, David, Jennifer, Jeff, Emma, & Glenn
16:00 – 17:00 Main room	<b>Debrief forum:</b> - Reflection on the lessons learned	<b>Main speaker:</b> Maneerat  <b>Sub-group speakers:</b> Mark, Herb, David, Jennifer, Jeff, Emma, & Glenn
	<b>Workshop evaluation</b>	