



www.SucceedinAmerica.com

Increasing Productivity in a Diverse Workplace

(203) 791-1107

COMMUNICATION SKILLS AND CUSTOMER SERVICE FOR MULTICULTURAL STAFF

*An integrated course
combining
cultural training, accent reduction, customer service, and vocabulary modules*

Healthcare is one of the industries that employs immigrants in large numbers. Non-native speakers of English have special communication challenges in the workplace. This creates additional stress for co-workers, patients, and their families. More often than not, their inability to communicate effectively hinders productivity and customer satisfaction.

This program addresses communication challenges of non-native speakers. It introduces participants to both the basics of customer service and linguo-cultural specifics of providing it in a healthcare setting.

It covers but is not limited to the following learning points. We will modify content as needed to meet your objectives.

- The key components of basic customer service
- Reducing accent for better clarity
- Building effective vocabulary
- Adjusting body language for better communication
- Rephrasing messages for clarity and relationship building
- Saying “no”, “I don’t know” and “It’s not my job” tactfully



Program benefits: improves internal and external customer service, improves quality of care, reduces turnover, increases retention, helps to build employee, patient, and family relationships

About the presenter: Dr. Nara Venditti is the president and founder of www.SucceedinAmerica.com, a consulting firm that helps individuals and organizations with such issues as workplace diversity, foreign-born employee development, business communication, and multicultural customer service. She is Diversity Director of the Connecticut State Council of Society for Human Resource Management (SHRM) and SHRM WC. Author of over than 65 published works including *AmeriSpeak* and *How to Get a Jon in the USA*. She is the recipient of State of Connecticut Official Citation for her tireless dedication to making a difference in the community.

● **MOTIVATE** ● **INFORM** ● **INSPIRE** ● **ENTERTAIN** ● **EMPOWER**