

COMMUNICATING WITH
NON-NATIVE SPEAKING
STAFF AND CUSTOMERS

NEEDN'T
BE DAUNTING....

BRIDGING THE LANGUAGE GAP WORKSHOP



**Northern Ireland companies are quickly realising
how important non native speakers are –
as staff and as customers.**

**COMMUNICATING
WITH THEM
NEEDN'T BE DAUNTING.**

The workplace and the marketplace thrive on diversity. New people from different cultures bring fresh ideas and energy but language differences can be challenging.

To help companies meet this challenge we have developed an exciting, innovative “Bridging the Language Gap Workshop”.

It is designed for staff training, particularly for training supervisors and managers.

BRIDGING THE LANGUAGE GAP WORKSHOP



**BRIDGING THE
LANGUAGE GAP
WORKSHOP**

What does this workshop cover?

It identifies and explains simple but effective ways to manage face-to-face communication with people whose first language isn't English.

What is the Workshop format?

It is a three hour long training programme that involves powerpoint and participative activities.



The Workshop uses an approach that is:

- Practical
- Informal
- Relevant
- Non-judgemental
- Down-to-earth

What are the benefits for the Company?

- More confident, supportive management and supervision
- Lower staff turnover
- Greater customer satisfaction
- Better staff management relations

...EFFECTIVE
WAYS TO
MANAGE
FACE-TO-FACE
COMMUNICATION...

**BRIDGING THE
LANGUAGE GAP
WORKSHOP**

FOR
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