



# Lowering Language Barriers



One day training on how to communicate effectively with speakers of other languages.

The course will benefit anyone who works with adults or children who speak English as an additional language.

The Lowering Language Barriers course will increase participants' effectiveness at work, improve their relationships with speakers of other languages and make your service more accessible to diverse communities.

It has been delivered to staff from fostering agencies, careers services, youth workers and Social Services and police forces in Sussex and London.

## THE TRAINER

Clare Chalmers' expertise is in improving multi-cultural communication. She has over 20 years experience of training and has worked with migrants and refugees in London and West Sussex. She lectures in ESOL, has an MA in Education (Applied Linguistics) and has researched the communication problems faced by Polish care workers.

## DATES, TIMES AND VENUE

**7 June 2010 10am – 4pm**  
at **Beaumont House, Leicester LE2 2NA**

## Participants will:

- Understand what it is like to communicate in a different language and how you can make it easier for speakers of other languages
- Learn about aspects of English language that make it confusing and what you can do to help understanding
- Receive feedback on your communication style – especially pace of talking
- Identify key words specific to your work and look at how to explain them more easily
- Learn and practise techniques for speaking and writing more clearly and for checking that people understand you correctly
- The course is interactive and practical

## COST

£155 including lunch and course booklet  
£130 for charity or voluntary sector

## HOW TO BOOK

Fill in the attached application form or

online at  
or contact  
or call

**www.chalmersbyrne.co.uk**  
**katy@chalmersbyrne.co.uk**  
**020 8674 2045**  
**07757 024633**

## ADDRESS

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