

Effective Communication with ESL Speakers

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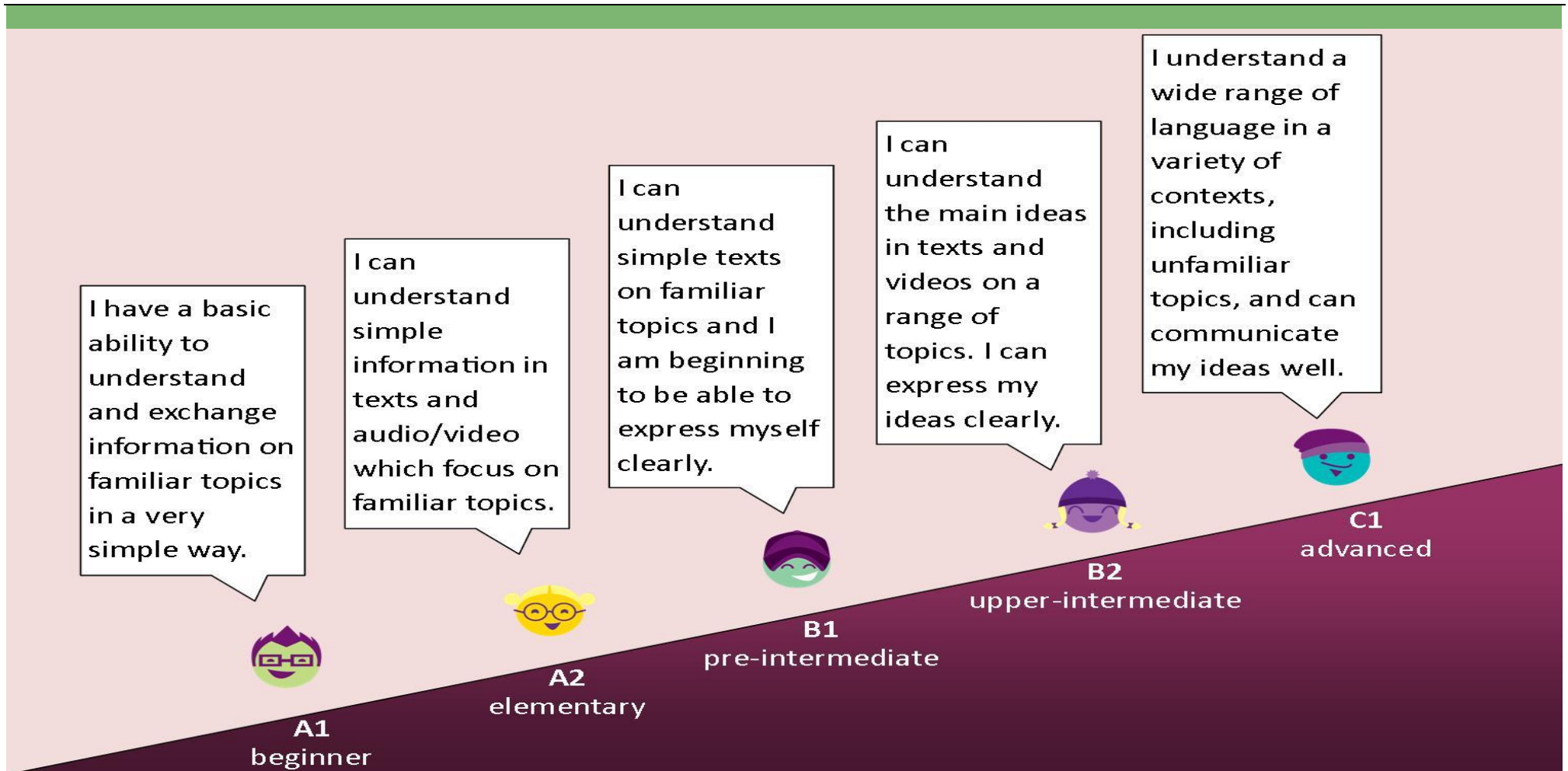
Your Objectives?

- Why are you here!! ?
- What specifically do you want to learn/ask/practice?

Objectives

- To appreciate what it is like to work in another language.
- To explore better communication strategies with non-native speakers, face to face, written, phone & online.

Common European Framework for Language Proficiency



What is it like to have to use a second language?

Key tips for spoken IBE

- Slow down
- Shorter sentences with pauses
- Don't shout
- Avoid filler words
- Avoid idioms, slang & proverbs
- Small talk-is it needed?
- Use visuals and refer to them
- Increase body language
- Use examples to clarify
- Be patient- it takes time
- Give and seek feedback (open questions)
- Repeat & rephrase
- Humour- if in doubt leave it out!

- Be empathetic and 'put yourself in their shoes'

Other tips and strategies?

What are you prepared to do to be a more efficient communicator?

Can you reframe your view of second language speakers?

My key actions and learning points..
