



L2_Paths Project

543020-LLP-1-2013-1-IT-KA2-KA2MP

Language Advice Sessions

Case Study Nr.5

Partner: Baltic Bright

Language Advisor: Anitra Eiklone

Date of Advice Session: 04.09.2015

Learner Description:

Name, nationality, approximate age, life situation

Male advisee, M from India, 42 years old.

This advisee has been out of school for several years. 3 years ago moved to Riga. He has Latvian wife. Owns Indian bistro in Riga.

Assessment of the Learner's language learning goals, their skill levels, learning styles, and preferences

I met advisee M for the second time. In the initial meeting he expressed a wish to learn how to deal with speaking barrier in Latvian language during language advice sessions. M explained, that language barrier makes it difficult to communicate effectively with his Indian Bistro clients. In addition he has difficulties of monitoring his employees, too. I used different questions, e.g., has he found/tried to use any solutions for that, what were the results? What untried steps toward an overcoming the language barrier does he have in mind?

What advice were you able to give them

Together with the advisee we developed strategies to meet his goals. I offered several methods for dealing with language and cultural barriers M can use for communicating with his clients and employees. I suggested to use visual methods of communication, e.g., showing clients menu, pictures of offered food, etc. Use repetition. Speak slowly, clearly, and with words carefully chosen. Use simpler, internationally understood words. Learn every

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day new words, especially those he needs to work effectively with Bistro clients. Determine how to better accommodate the cultural difference. Learn about Latvian culture.

What was their experience of learning after your advice? Was it successful? What problems did they have?

To ensure improvement I was assisting M with implementation of recommended techniques to overcome language barriers. I can say "yes", it was successful. M realised, that he can communicate very effectively using simple words. He started to learn very intensive the vocabulary that will allow him communicate according to the needs of his clients.

Your observations about your interaction with this learner.

Working with advisee I used advisee-centered advising with focus on providing a learning resources for guiding the advisee's discovery, understanding, and decision-making abilities regarding learning Latvian language and overcoming language barrier. With M we have established sustainable adviser-advisee relationships. We still meet once or twice a month to monitor M's progress.

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