



II. Medizinische Klinik und Poliklinik
Klinikum rechts der Isar
der Technischen Universität München
Anstalt des öffentlichen Rechts
Abteilung für Nephrologie
Leiter: Univ.-Prof. Dr. med. Dr. h. c. U. Heemann



28.06.2011

To whom it may concern,

Nadège Welsch was contacted by our department of Nephrology to help our medical staff to deal with international patients, mostly patients coming from the Middle East in order to improve the communication between our staff and our patients.

Nadège first analyzed the needs of my staff, and prepared an introduction to intercultural awareness that she presented to my staff focusing on why being aware of differences and of our own biases may help in fostering better intercultural communication.

Having raised the interest of our staff through her presentation, Nadège was then asked to come for a week to Munich and deliver a training on how to deal with our Middle Eastern patients. Nadège is knowledgeable and informative about the Middle East, and knows the right ways to stimulate participation from her audience using facilitation as a tool, and coaching as an approach to involve the participants more into the discussion and bringing them to understand their own biases.

She ensured that she took the time to understand our needs, then researched and incorporated all areas needed to be highlighted in her training/ coaching sessions. She was attentive to the individual needs of our staff and made sure that their issues and concerns were tackled within the session. She clearly communicated her thoughts and delivered an exemplary customer service.

As time has passed we think that the training really helped to provide better care to our patients.

I would strongly recommend Nadège and will certainly work with her again in the near future.



Univ.-Prof. Dr. med. Dr. h. c. Uwe Heemann