

# San Diego Professional Development Conference for Homestay Managers

December 10-11, 2019

Language Studies International, San Diego, CA

## AGENDA

### TUESDAY

1 pm – 1:15 pm

**Welcome and Introductions**

1:15 pm – 2:45 pm

**Cross-cultural Communication for Homestay Programs**

Madeleine Golda, Cross-Cultural Trainer

There can be vast differences between Americans and students from other cultures. These can include attitudes about family, money, the individual and expectations. Throw in English proficiency challenges and it's a recipe for conflict. This session will consider how you can improve communication with all your stakeholders – students, parents and agents.

*A native of Ireland, Madeleine Golda is an ESL teacher and expert in cross-cultural communications. She has provided training to host families, homestay students and international corporations.*

2:45 pm – 3:15 pm

**Coffee and Networking Break**

3:15 pm – 4:30 pm

**Great Matches Keep Students Happy and Prevent Moves**

We will look at a student-driven approach to ensure outstanding placements in host families. We will discuss how to match students and hosts, as well as outline ways to reduce the number of move requests your program receives.

5 pm – 6 pm

**Networking Reception**

## WEDNESDAY

- 8:30 am – 10 am **Helping International Students with Mental Health Challenges**  
Students are increasingly arriving in the United States with issues such as addictions to gaming, anorexia and depression. Both homestay coordinators and hosts need to be able to spot red flags so that these students can get the help they need. In addition, the presenter will discuss the resources available to students.
- 10 am – 10:30 am **Coffee Break and Networking**
- 10:30 am – 11:45 am **Host Appreciation: How to Retain your Top Hosts**  
Hosts do a lot of work for minimal compensation. When you have an outstanding host, you want to show your appreciation and do your best to keep them hosting over the long term. We will discuss some unique and wonderful ways to say “thank you” to your dedicated hosts.
- 11:45 am – 12:45 pm **Buffet Lunch**
- 12:45 pm – 1:45 pm **Issues in Homestay: Group and Table Discussions**  
Prior to the workshop, we will be reaching out to attendees to find out what challenges they face in their homestay programs. We will choose the top three concerns for the group to address.
- 1:45 pm - 2 pm **Coffee Break**
- 2 pm – 3 pm **Case Studies of Challenging Homestay Scenarios at Tables**
- 3 pm – 3:15 pm **Key Takeaways and Wrap up**