1. **'Take your time – we'll figure this out together': Administrative EMI communication practices in the Dean's office'**

Dealing with academic bureaucracy can be daunting for international students. Those who plan to study at Poznan University of Technology need to be familiar with administrative procedures which are often complicated; as a result, stress levels tend to rise once the academic year has started. One strategy that students use to cope with new, challenging situations is code-switching, i.e. using more than one language during communication. The reasons for this vary, from a lack of language skills to the wish to keep the conversation going, repeat or emphasise a point, avoid misunderstandings, or express sensitive messages indirectly.

Whatever the factors behind code-switching, switching between languages can be confusing and may even lead to breakdown in communication. Implementing English as a Medium of Instruction (EMI) strategies in administrative settings could therefore help establish effective, empathetic communication and keep the conversation going. Below you will find some phrases which can serve as useful tools in an administrator's communication toolkit and make communication in the Dean's office easier.

"If you ever need to translate a tricky academic word, just say it – we'll find the Polish equivalent together."- Jeśli kiedykolwiek będziesz potrzebować chwili, żeby przetłumaczyć trudne pojęcie, po prostu o tym powiedz – wspólnie znajdziemy polski odpowiednik.

"That document from your home university is clear. In the Polish system, we call it …, so let's attach it to your file." - Ten dokument z Twojej uczelni macierzystej jest czytelny. W polskim systemie nazywamy to …, więc dołączmy go do Twojej dokumentacji.

"Ah, I hear you speak French / Arabic. Go ahead, use that word if it helps explain, and we will find the Polish administrative term together."- Ach, słyszę, że przechodzisz na francuski / arabski! Śmiało, użyj tego słowa, jeśli to pomoże w wyjaśnieniu, a wspólnie znajdziemy polski termin po polsku.

"No problem at all if you switch languages for a second. What do you call that specific document or requirement at your home university?" - Nie ma absolutnie żadnego problemu, jeśli na sekundę zmienisz język – jak nazywacie ten konkretny dokument lub wymóg na swojej uczelni?

"That word helps me understand! In our system, we call it..." - Ten termin bardzo mi pomaga w zrozumieniu! W naszym systemie nazywamy to...

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