

The aim of the diploma thesis is to carry out a qualitative research of communication problems with foreigners in a hospital in Lower Austria (Landeskrankenhaus Gmünd). The research is focused on finding out, which problems the hospital staff has to solve, how they deal with them (e.g. language courses provided by the language competence center from Lower Austria) and which foreign languages (Czech, Turkish) are related to these problems. The research uses the method of semi-structured interviews for collecting the data. The theoretical basis of the dissertation is the language management theory. Moreover, the dissertation also deals with the cross-border cooperation of the Czech Republic with Austria and Germany. This cooperation is represented by some selected projects, which objective is to support the language of the neighbouring country (Czech, German).