PROFESSIONAL DEVELOPMENT TRAINING

Communicating Across Cultures Training

REQUEST QUOTE

0.5 DAY COURSE

Globalization and technology have allowed the integration of people from different cultures to work together. The Communicating Across Cultures Training Course teaches you how to overcome the potential cultural barriers and get your message across clearly and correctly. This course is for individuals who require cross-cultural communication skills to increase their effectiveness in a global marketplace.

This training course teaches you the following: how to recognize key cultural differences within business protocol, strategies for conducting successful multicultural negotiations, how to analyze and resolve cross-cultural issues, how to become an effective global communicator, how to create high-performing multi-cultural teams and much more.

This comprehensive training course is now available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, Orlando, New York, Philadelphia, San Antonio and Seattle.

What You'll Gain:

Most attitudes and behaviors are conditioned by culture—values, assumptions and perceptions that are instilled early in life and are expressed in the way we behave and interact. As these differences are deep and intuitive, they can easily lead to misunderstandings and miscommunication.

Nowhere can this be more detrimental than in an international/multicultural workplace, where misunderstandings based on culture can make or break lucrative business deals, international mergers, and any other kind of cross-cultural relationship beneficial for personal and professional growth.

During this training course, participants will develop an increased awareness of the skills necessary to develop cross-cultural interaction, including building personal credibility, delivering positive and negative feedback, improving listening skills, dealing with difficult people, handling negative situations, overcoming objections, and more.

Outcomes

By the end of this training course, participants will:

- Examine cultural diversity
- Identify methods of communicating effectively and appropriately with people from different cultures
- Describe cultural differences in business protocol
- Identify methods for creating high-performing, cross-cultural teams
- Describe strategies for conducting successful multicultural negotiations
- Explore ways of effectively resolving conflict in other cultures

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Modules

Lesson 1: Introduction

- Course Objectives

Lesson 2: TOPIC A - Recognize Cultural Differences

- TOPIC A – Understanding Cultural Differences
  - Role of Status in Different Cultures
  - The Role of the Individual
  - High-Context and Low-Context Cultures
  - How to Recognize Cultural Differences
  - Discovery Activity 1-1 Respecting Differences in Status
  - Discovery Activity 1-2 Respecting Differences in Status
- TOPIC B – Communicate in Other Cultures
  - The Role of English in Business Relations
  - Discovery Activity 1-3 Communicating in Other Cultures
  - Discovery Activity 1-4 Communicating in Other Cultures
- TOPIC C – Follow Business Protocol in Other Cultures
  - Role of the Translator
  - Time Expectations

- How to Follow Business Protocol in Other Cultures
- Discovery Activity 1-5 Following Business Protocol in Other Cultures
- Discovery Activity 1-6 Following Business Protocol in Other Cultures

- TOPIC D – The Written Laws and the Unwritten Laws
  - Getting to Know Legal and Social Laws
  - Learning their Greetings and Partings
  - Taking Hints from Nonverbal Communication
  - Cultural Diversity within a Country
  - Physical Contact
  - Lesson 1 Follow-up

Lesson 3: TOPIC A - Work in Teams in Other Cultures

- TOPIC A – Work in Teams in Other Cultures
  - Decision Making
  - Discovery Activity 2-1 – Working in Teams in Other Cultures
  - Discovery Activity 2-2 – Working with Teams in Other Cultures
- TOPIC B – Negotiate in Other Cultures
  - Types of Negotiation
  - Discovery Activity 2-3 – Negotiating in Other Cultures
  - Discovery Activity 2-4 – Negotiating in Other Cultures
- TOPIC C – Resolve Conflict in Other Cultures
  - How to Resolve Conflict in Other Cultures
  - Discovery Activity 2-5 – Resolving Conflict in Other Cultures
  - Discovery Activity 2-6 – Resolving Conflict in Other Cultures

- TOPIC D – Uses of Small Talk in a Multicultural Setting
    - Exploring a Culture through Arts and Sciences
    - Small Talk for Establishing Relationships
    - Use of Small Talk for Establishing Relationships
    - Small Talk for Gaining Comfort Level
- Course Wrap-Up

Talk to our expert team

Phone:

Email: