



Communicating Across Cultures

Course length: ½ day

Course Description

Increasingly, businesses around the world have become more interconnected, and companies have to think more globally in order to succeed. Despite economic ties with foreign nations, countries can be ill-prepared for doing business abroad, lacking the knowledge and sensitivity to adjust their business behavior to different cultural contexts. This course will provide you with strategies to communicate effectively across cultures.

Successful business strategies don't always translate when you conduct business abroad. Your negotiating strategies may strike the wrong chord, or your polished business etiquette, which served you well in your own culture, may be interpreted as rude. When you recognize and respect cultural differences, you show you are serious about doing business in a global society.

Course Objective:

You will communicate and conduct business effectively across cultures.

Target Audience:

This course is for individuals who need to communicate clearly and effectively while conducting business in cultures other than their own.

Delivery Method:

Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

This course includes a variety of insightful scenarios and case studies involving specific cultures such as Japan, and Indonesia. Specific examples of cultural awareness and sensitivities will be included into course depending on the main nationalities of interest for each client.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- examine differences between cultures, identify methods of communicating effectively and appropriately with people from different cultures, and describe cultural differences in business protocol.
- identify methods for creating high-performing, cross-cultural teams, describe strategies for conducting successful multicultural negotiations, and explore ways of effectively resolving conflict in other cultures.

Outline

Communicating Across Cultures

Topic A: Recognize Cultural Differences

Topic B: Communicate in Other Cultures

Topic C: Follow Business Protocol in Other Cultures

Working with Other Cultures

Topic A: Work in Teams in Other Cultures

Topic B: Negotiate in Other Cultures

Topic C: Resolve Conflict in Other Cultures