PROFESSIONAL DEVELOPMENT TRAINING

1300 121 400

REQUEST QUOTE

0.5 DAY COURSE

Cross Cultural Communication

The PD Training Cross Cultural Communication training course will improve your staff's ability to both understand and communicate with people from different cultural backgrounds.

This half day interactive professional development course covers understanding your own cultural drivers; the ability to compare people from different cultural backgrounds and how this impacts communication and behaviour; and, the skills to develop cultural competence.

Cross Cultural Communication training courses are available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

What You'll Gain:

Living in a globally connected world means connecting with people whose thinking, reasoning and communication has been shaped by the cultural attributes of their upbringing. Understanding these cultural drivers helps us to communicate more effectively and increases shared understanding. This workshop will explore the fascinating world of cross cultural communication – what it means to understand the cultural dimensions that shape how we think and communicate and how we seek to communicate meaningfully with people from other cultures.

Outcomes

By the end of this course, participants will have learned how to:

- Understand their own communication drivers and biases
- Apply cultural models to better understand dimensions of culture and how this varies across different cultural groups
- Generate their own cultural profile and compare this with the average for their country and with other countries
- Develop cultural competence
- Maintain a healthy curiosity of other cultures leading to greater understanding
- Use open-ended questions to open up communication across cultural lines
- Check assumptions and stereotypes people make about other cultural groups

- Maintain respect for all parties during cross cultural communication

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Modules

Lesson 1: The Meaning of Culture

- Simulated cross cultural meeting

Lesson 2: Understanding my Culture

- Where does culture come from
- REACH Personal Style
- Adjusting your communication style
- Cultural profiles
- Comparing cultures across countries

Lesson 3: Developing Cultural Communication Competence

- What is cultural competence?
- Curiosity
- Open-ended questions
- Assumptions
- Respect

Talk to our expert team

Phone: 1300 121 400

Email: enquiries@pdtraining.com.au