PROFESSIONAL DEVELOPMENT TRAINING

Inter-Cultural Communication Skills Training

1300 121 400

REQUEST QUOTE

1.0 DAY COURSE

Having effective communication skills is a must in any position, in any business. The ability to navigate through dealings with clients and colleagues across cultural lines opens doors in the business world.

In this interactive workshop, participants will learn the secrets of communicating across cultures including building personal credibility, improving listening skills, reading non-verbal cues, participating in business meetings, positioning your company, giving feedback, negotiating, resolving problems and more.

Combining short lectures, case studies, role-plays and group discussion, this course will provide participants with strategies to communicate and conduct business effectively across cultures.

What You'll Gain:

Suitable for all employees—particularly executives working with international clients or business partners, and anyone who is a member of a culturally diverse team

Outcomes

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

- Examine the differences between cultures
- Identify methods of communicating effectively and appropriately with people from different cultures
- Identify methods of cultivating trust and building business relationships
- 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

Modules

Lesson 1: Introduction

- Importance of global thinking in today's business environment
- What is inter-cultural intelligence?

Lesson 2: Cultural Self-awareness

- Patterns, perception and reality
- Personality attributes or cultural behaviour?
- Using the Leading Dimensions Profile to assess personality characteristics
- Profile of a cultural critic versus a cultural learner
- Developing inter-cultural intelligence

Lesson 3: Inter-cultural Communication

- Defining culture: cultural practices, attitudes, cultural norms and values, and cultural beliefs
- Inter-cultural intelligence and emotional intelligence
- Using emotional intelligence to increase awareness of ourselves and others in communication
- Being an attentive listener
- Registering non-verbal cues
- Communicating with non-native English speakers

Lesson 4: Understanding Other Cultures

- Understanding cultural drivers, motivators and de-motivators using Three Colours of Worldview
- Understanding your own cultural beliefs using the Three Colours of Worldview assessment
- Analysing people, groups, systems and the environment through the 12 Dimensions of Culture
    - How we communicate
    - How we see ourselves
    - How we form relationships
    - Our preference for formal/informal
    - How we express our feelings
    - How we see the future
    - How we invest for growth
    - How we make decisions
    - How we plan our time
    - How we include others
    - How we view status and position
    - How we see our destiny

Lesson 5: Inter-cultural Business Strategies

- Building trust and relationships
- Leading culturally diverse teams
- Business meetings
- Positioning your company

- Inter-cultural negotiation and problem solving

Talk to our expert team

Phone: 1300 121 400

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