

CROSS-CULTURAL TRAINING (1-Day Workshop)

Many people have to interact with people from a variety of different cultures.

However, if the different behaviours and customs of each culture are not understood, it can lead to miscommunication and misunderstanding.

This workshop will give you practical skills to effectively interact, communicate, do business with and manage people from different cultures to your own.

Objectives:

- ◆ To be able to understand cultural differences in communication, practices, traditions and thought processes.
- ◆ To learn how to become aware of, and more sensitive to, cultural differences.
- ◆ To develop ways of managing, communicating and dealing with people from different cultures.
- ◆ To identify major stumbling blocks that can occur when communicating, managing and dealing with people from different cultures; and learn how to avoid and handle them.

Learning Methods:

This is a highly participative and practical workshop, and delegates will practice the skills and knowledge required to effectively deal with people from different cultures; and review and refine the use of those skills and knowledge.

The learning methods to be used will include:

- A questionnaire to identify delegates existing understanding of different cultures.
- Inputs and demonstrations on the skills and knowledge needed for dealing with people from different cultures.
- Delegates practising and developing the use of these skills and knowledge by carrying out:
 - Exercises.
 - Role Plays.
 - Case Studies.
- Reviewing and refining the use of these skills and knowledge.

Who Should Attend:

The workshop is designed for managers who have to interact, communicate, do business with or manage people from different cultures to their own.

CONTENTS OF THE WORKSHOP INCLUDE:

- Completion of a Cultural Awareness Questionnaire: To Identify Existing Understanding of Cultures.
- What Culture Is; How It Affects People's Behaviour and Their Communication.
- The Diverse Cultural Styles; The Causes of Misunderstanding and Miscommunication between Different Cultures.
- How The Way People View The World Around Them (Thought Processing) is Culturally Based.
- The Four Factors that Affects How Members of Different Cultures Think and Express Themselves:
 1. Strength of Relationship Between Individuals and Group.
 2. Level of Respect for Authority.
 3. Concept of Time.
 4. Degree of Emphasis on How Communication is Delivered.
- Differences in Behaviour Between Collectivistic and Individualistic Cultures.
- Different Ways of Motivating Employees from a Collectivist Culture, Compared with those from an Individualist Culture.
- Managing Employees of Different Cultures:
 - Things that are Motivating and Persuading in Different Cultures.
 - Communicating Instructions/Coaching/Checking Common Understanding.
 - Understanding How Different Cultures Perceive The Communication.
 - Importance of Personal Space.
 - How Different Office Space and Location are Viewed by Different Cultures.
 - Status Accorded to Age and Sex.
 - Performance Management in Different Cultures.
- Creating Team Work and Synergy in Multi-Cultural Teams.
- Leading Multi-Cultural Teams.
- Obtaining Ideas and Suggestions from Staff of Different Cultures.
- Cultures and Handling Differences of Opinion and Conflict.
- Negotiating With Different Cultures; Negotiation Tactics; Negotiation Etiquette.
- Ways of Adjusting your Communication Style, To Communicate and Deal Effectively with Other Cultures.

Number Of Delegates

Because of the interactive nature of this workshop, a maximum number of 12 people can attend the workshop.

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