PROFESSIONAL DEVELOPMENT TRAINING

Communicating Across Cultures Training

016 299 1479

REQUEST QUOTE

0.5 DAY COURSE

In a global marketplace, the ability to communicate effectively across cultures is a great advantage and a necessity for international employees. If a staff member is able to successfully handle any dealings with colleagues and clients across cultural lines, more business opportunities should occur. Hence, if you want to improve your communication skills when conducting business with individuals from different cultures, it is highly recommended to register in a Communicating Across Cultures training course.

This Communicating Across Cultures training course will teach your staff how to remove cultural barriers to trade, how to deal with difficult individuals, handle cross-cultural situations and increase their effectiveness in our global marketplace.

This Communicating Across Cultures training course from PD Training is available now throughout Malaysia and Kuala Lumpur.

This Communicating Across Cultures training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote.

What You'll Gain:

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.

Outcomes

In this course participants will:

- Understand the importance in recognizing key cultural differences when doing business
- Learn how to communicate effectively and appropriately with people from different cultures
- Gain insight into cultural differences within business protocol
- Learn how to create and manage high-performing, cross-cultural teams
- Gain practical strategies for conducting successful multicultural negotiations
- Learn how to analyze cultural differences to successfully resolve cross-cultural issues
- Become a more effective communicator in a global business environment

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Modules

Lesson 1: Introduction

- Course Objectives

Lesson 2: TOPIC A - Recognize 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

- 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

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