

BUSINESS SKILLS

COMMUNICATING ACROSS CULTURES



BRIDGING THE GAP THROUGH GLOBAL AWARENESS

Format:

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

Course Length:

1/2 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.

Course Objective:

You will communicate and conduct business effectively across cultures.

Target Student:

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

Hardware Requirements

Pentium 90 MHz or higher processor, or Macintosh PowerPC.
Screen resolution of 800 x 600 set to 256 colors.

Software Requirements

- Windows® XP Home Edition, or Windows® XP Professional.
- Microsoft Internet Explorer 5.0x, 5.5, 6.0; or Netscape Navigator (excluding 6.0 and 6.1).
- Adobe Acrobat Reader 6.0 or higher
- Apple QuickTime 5.0 or higher
- Macromedia Flash Player 6.0.79 or higher
- Turn off pop-up blocking (Windows XP with Service Pack 2 Internet Explorer users only).

PREREQUISITE EXPERIENCE:

There are no prerequisites for this course. You may find the following courses beneficial:

Negotiating Skills

Managing Conflict



[Contact Us](#)  

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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.*

Course Content

Lesson 1: Communicating Across Cultures

- *Topic 1A: Recognize Cultural Differences*
- *Topic 1B: Communicate in Other Cultures*
- *Topic 1C: Follow Business Protocol in Other Cultures*

Lesson 2: Working with Other Cultures

- *Topic 2A: Work in Teams in Other Cultures*
- *Topic 2B: Negotiate in Other Cultures*
- *Topic 2C: Resolve Conflict in Other Cultures*