



INTERPERSONAL SKILLS

Going global?

Cross-cultural communication skills

In a global marketplace, more and more of us need to operate successfully in an international environment. Working with colleagues, customers and suppliers cross-border can be stimulating and challenging, but it can also lead to misunderstandings – especially when you don't meet face to face. This course will help you develop the skills, knowledge and mindset necessary to communicate effectively on a cross-cultural basis.

Who is the workshop for?

Anyone who faces the challenge of working in a foreign country or co-operating across borders. Course content can be adapted to suit the needs of native and non-native English speakers.

What can I learn?

- An awareness of how culture shapes our values and can lead to value judgements about others.
- See how cultural values affect how we prefer to conduct business.
- Recognise problems that may arise because of cultural differences, and know how to deal with them.
- How to communicate clearly in English when it is not the common mother tongue.
- Sensitivity to language features that can lead to confusion in spoken and written English.
- Ideas for building rapport and understanding in an international environment.

What can I expect?

Activities and discussions will sensitise you to your own cultural values, and show you how these may lead to misjudgements about other people's behaviour. Language activities will highlight the key skills you need to communicate successfully in English on a cross-cultural basis. Recognising that national culture is just one influence on the behaviour of an individual, we will seek at all costs to avoid stereotyping.