

## INTER-CULTURAL COMMUNICATION SKILLS TRAINING

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**COURSE LENGTH: 1.0 DAYS**

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.

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## INTER-CULTURAL COMMUNICATION SKILLS TRAINING COURSE OUTLINE

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### FOREWORD

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

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### 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

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### MODULES

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### WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)