PROFESSIONAL DEVELOPMENT TRAINING

Communicating Across Cultures Training

09 884 0762

REQUEST QUOTE

0.5 DAY COURSE

The PD Training Communicating Across Cultures training course will provide your employees with the skills to communicate more effectively and do business with people from different cultures.

This practical course will teach your staff how to remove cultural barriers for trade and increase their effectiveness in a global marketplace.

Change the way your staff communicate and attend a Communicating Across Cultures training classes today. Courses are available now throughout New Zealand, including Auckland, Christchurch or Wellington.

Please click the "Group Booking Quote" button to receive a free quote for courses delivered at your preferred location.

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 recognise 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 recognising 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 analyse 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: Section 1: Communicating Across Cultures

- TOPIC A – Recognise Cultural Differences
  - Role of Status in Different Cultures
  - The Role of the Individual
  - High-Context and Low-Context Cultures
  - How to Recognise 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: Section 2: Working with Other Cultures

- 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

Phone: 09 884 0762

Email: enquiries@pdtraining.co.nz