

Communicating Across Cultures

½ Day

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.

Prerequisites

- None

Objectives

- ✓ 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.

Communicating Across Cultures

Recognize Cultural Differences

Role of Status in Different Cultures
 The Role of the Individual
 High-Context and Low-Context Cultures
 Saving Face
 Gender Roles
 Religion
 Education
 Race and Ethnicity
 Attitude Toward Foreigners
 Corporate Hierarchy
 Status Symbols
 Time and Status
 How to Recognize Cultural Differences

Communicate in Other Cultures

The Role of English in Business Relations
 Agreeable Responses in Status-Conscious Conversation
 Non-Verbal Messages
 Indirect Communication
 How to Communicate with Other Cultures

Follow Business Protocol in Other Cultures

Role of the Translator
 Exchange of Business Cards
 Time Expectations
 Gift-Giving
 Obtaining Introductions
 How to Follow Business Protocol in Other Cultures

Working with Other Cultures

Work in Teams in Other Cultures

Multicultural Teams
 Factors for Team Success
 Decision-Making
 Management Styles
 Team Plans
 How to Work in Teams in Other Cultures

Negotiate in Other Cultures

Types of Negotiation
 Four Elements Affecting Negotiation
 Negotiation Process
 How to Negotiate in Other Cultures

Resolve Conflict in Other Cultures

Role of Conflict in Society
 Conflict Resolution
 How to Resolve Conflict in Other Cultures