

Communicating Across Cultures

Recommended for everyone who does business in a multicultural environment.

WHAT IT'S ABOUT

- Improving intercultural cooperation (focusing on the top 4 cultures the group works with).
- Increasing the effectiveness of meetings and communication.
- Reducing misunderstandings and errors (reducing lost time).
- Reducing stress and frustration coming from intercultural misunderstandings.
- Improving organizational health by improving intercultural relationships.

TRAINING AIMS

- By the end of the course, the participants will be able to:
- apply an investigative process to understand a new culture;
 - use tools to identify possible cultural drivers in intercultural conflicts;
 - apply a process for resolving intercultural conflicts;
 - support others in helping them resolve their intercultural conflicts.

DURATION & COMPONENTS

Online

Pre-work	Complete Needs Analysis Survey (including defining top 4 cultures)
Session 1	Workshop: Using The Culture Map (4h)
Session 2	Workshop: The DIE Model and Dealing with Conflicts (4h)
Session 3	Workshop: Applying Company Values to Communication (4h)
Time commitment per participant	12h of online workshops Up to 1h of individual work

Face-to-Face

Pre-work	Complete Needs Analysis Survey (including defining top 4 cultures)
Session 1	Workshop: Using The Culture Map (3.5h)
Session 2	Workshop: The DIE Model and Dealing with Conflicts (3.5h)
Session 3	Workshop: Applying Company Values to Communication (3.5h)
Session 4	Workshop: Adjusting Language and Case Studies (3.5h)
Time commitment per participant	14h of face-to-face workshops Up to 1h of individual work

- Post course: access to online materials and reference materials for 60 days
- Digital materials: slide decks, Intercultural Handbook

TRAINER

John Held

For trainer profiles please go to <https://accentbusiness.pl/team/>

For more information, please contact us:

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