

How important is it for you to be aware of different cultures, and the impact they have on your ability to do business?
How effectively are you working across cultures?
How differently do you need to treat people?

# **Approach**

Our cultural training programme will raise your cultural awareness and enable you to communicate more effectively across cultures. Designed for individuals and teams to develop cultural awareness and enable you to work more effectively with colleagues from other cultures. This course is highly interactive, practical and supportive. It uses many different forms of learning to explore the issues diversity raises, enabling you to work more effectively.

## **Key Topics**

- · What Is Culture?
- · Knowing Your Cultural Style
- · Culture In Our Working Day
- · Cultural Intelligence
- Country Knowledge (By Request)

# **Training Objectives**

- 1. Define cultural difference
- 2. Understand the five dimensions of cultural difference
- 3. Explore your own cultural norms & style
- 4. Identify issues and best practices for your environment
- 5. Raise your cultural intelligence

#### **Duration**

One Day





## Programme Schedule

#### Introduction & Welcome

- Programme Objectives
- Personal Objectives
- Valuing Difference

#### What Is Culture?

- Defining Culture (Cultural Iceberg)
- Values, Behaviours & Ethics
- 5 Dimensions Of Culture

# **Knowing Your Cultural Style**

- Your Culture (Stereotypes & Generalisations)
- Learning About Other Cultural Styles
- Successful Strategies

#### Culture In Our Working Day

- Do's & Don'ts
- Communication Issues
- Strategy & Planning Issues
- Influencing & Decision-Making Issues

## Cultural Intelligence

- Putting It All Together
- Dealing With Differences
- Top Ten Tips

# Country Knowledge (By Request)

Personal Action Planning

Reflection, Discussion & Action

