

Pre-Learning Assessment for Negotiation Course

Instructions:

This assessment is designed to assess your current understanding of cross-cultural communication, identify areas for improvement, and help tailor the course to meet your learning needs.

Part 1: Self-Assessment of Cross-Cultural Communication Skills

Rate your confidence in the following areas on a scale of 1-5 (1 = Needs Improvement, 5 = Excellent).

(1 = Needs Improvement, 2 = Fair, 3 = Satisfactory, 4 = Good, 5 = Excellent)

1. I can recognise how cultural differences influence communication styles (e.g., direct vs. indirect communication, use of non-verbal cues).
2. I adjust my communication style based on the cultural background of the person I am interacting with (e.g., tone, formality, body language).
3. I am able to establish positive and respectful relationships with people from diverse cultural backgrounds.
4. I can effectively manage and resolve misunderstandings that arise due to cultural differences in communication.
5. I am aware of the different meanings of non-verbal communication (e.g., gestures, eye contact, personal space) across cultures and can interpret them correctly.
6. I listen attentively and effectively in cross-cultural settings, ensuring that I fully understand the speaker's message.
7. I am confident in overcoming language barriers and ensuring clear communication with people who speak different languages or dialects.

Part 2: Scenario-Based Questions

Answer the following questions based on your current experience and knowledge.

1. **Communication Style Differences**
Imagine you are working with a colleague from a culture that values indirect communication. How would you adjust your communication approach to ensure effective interaction?
2. **Cultural Sensitivity in Meetings**
You are in a meeting with people from various cultural backgrounds. How would you ensure that your communication is inclusive and respectful of cultural differences?
3. **Managing Misunderstandings**
During a cross-cultural conversation, you realise there has been a misunderstanding due to differences in non-verbal communication (e.g., gestures). How would you handle this situation to clarify the misunderstanding?
4. **Building Rapport in a New Culture**
You are meeting someone from a culture where relationship-building is essential before discussing business. What steps would you take to build rapport effectively in this context?

Section 3: Goals for the Course

1. What specific skills or knowledge do you hope to gain from this cross-cultural communication course?
2. What cultural challenges have you encountered in communication that you would like to address during this course?
3. Are there any specific cultures or regions you regularly interact with and would like to learn more about in terms of communication styles?