

Post-Course Assessment for the Cross-Cultural Communication Course

Instructions:

This assessment is designed to evaluate your learning and development during the course. It will help to measure the knowledge and skills you have gained and provide feedback on the effectiveness of the training. Your responses will also help to identify areas for further improvement. Please complete all sections honestly and thoroughly.

The learning objectives for the programme:

- Introduction to cross-cultural communications
- Understand the impact of cultural differences on communication
- Understand Qatari and Expatriate Culture and Traditions
- Effective Communication Techniques
- Customer Expectations
- Etiquette and Handling Difficult Situations

Part 1: Programme Assessment (Rate on a scale of 1-5)

(1 = Dissatisfied , 2 = Somewhat Dissatisfied, 3 = Neutral, 4 = Satisfied, 5 = Very Satisfied)

- Overall, how satisfied were you with the programme on cross-cultural communication?
- How would you rate the structure and content of the course in terms of its relevance and usefulness?
- How informative was the content for you?
- How beneficial was the cross-cultural communication programme for your role?
- How would you rate the effectiveness of the facilitator(s) in delivering the content and engaging participants?

Part 2: 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).

- I now have a deeper understanding of how cultural differences influence communication styles (e.g., direct vs. indirect communication, use of non-verbal cues).
- I am more confident in adjusting my communication style based on the cultural background of the person I am interacting with (e.g., tone, formality, body language).
- I feel more capable of establishing positive and respectful relationships with people from diverse cultural backgrounds.
- I am better equipped to manage and resolve misunderstandings that arise due to cultural differences in communication.
- I have a better understanding of the different meanings of non-verbal communication (e.g., gestures, eye contact, personal space) across cultures and can interpret them correctly.
- I have improved my active listening skills in cross-cultural settings and ensure that I fully understand the speaker's message.
- I feel more confident in overcoming language barriers and ensuring clear communication with people who speak different languages or dialects.