

Developing a Cross-Cultural Mindset



Summary

In today's international marketplace, one cannot escape the need to develop a global mindset - especially to ease communication across cultures. Becoming conscious of what you are saying, or not saying, in your interactions with global colleagues, requires self-examination and research.

The lack of cultural awareness preparation has many levels of impact – from an embarrassing moment to a breakdown in inter-company communication to a lost deal. How you carry yourself when engaged in conversation is often as important as what you say. What is more, with almost infinite symbolic interpretations of body language, your best bet is to know about some of the pits you can fall into and how to avoid them.

As an addition to this workshop, we also offer training workshops for specific countries. We effectively and comprehensively prepare you for the target country as all of our specific country training workshops are conducted by bicultural trainer teams – a trainer from the target host culture is assisted by an intercultural co-trainer.

Course Objectives

This workshop will help participants become equipped with the practical tools and techniques necessary to work in a multicultural environment. At the end of the workshop participants should be able to:

- Understand the challenges and remedies for stereotypes
- Identify basic business behavioural styles and the benefits and challenges of each
- Become culturally competent in an international environment by recognising 'cultural' misunderstandings
- Gain a greater understanding of how culture impacts on 'getting down to business' and business communication
- Develop new language skills and strategies to work with multicultural teams and improve your communication