



Communicating Across Cultures

Course number: 088602

Course length: 0.5 day(s)

Course Description

Increasingly, businesses around the world have become more interconnected, and companies have to think more globally in order to succeed. Despite economic ties with foreign nations, countries can be ill-prepared for doing business abroad, lacking the knowledge and sensitivity to adjust their business behavior to different cultural contexts. This course will provide you with strategies to communicate effectively across cultures.

Course Objective: You will communicate and conduct business effectively across cultures.

Target Student: This course is for individuals who need to communicate clearly and effectively while conducting business in cultures other than their own.

Prerequisites: There are no prerequisites for this course. You may find the following Element K courses beneficial:

- Negotiating Skills
- Managing Conflict

Delivery Method: Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Examine differences between cultures, identify methods of communicating effectively and appropriately with people from different cultures, and describe cultural differences in business protocol.
- Identify methods for creating high-performing, cross-cultural teams, describe strategies for conducting successful multicultural negotiations, and explore ways of effectively resolving conflict in other cultures.

Course Content

Lesson 1: Communicating Across Cultures

Topic 1A: Recognize Cultural Differences

Topic 1B: Communicate in Other Cultures

Topic 1C: Follow Business Protocol in Other Cultures

Lesson 2: Working with Other Cultures

Topic 2A: Work in Teams in Other Cultures

Topic 2B: Negotiate in Other Cultures

Topic 2C: Resolve Conflict in Other Cultures