

CROSS CULTURAL COMPETENCE: ESSENTIAL SKILLS FOR THE EXPATRIATE

INTRODUCTION

Globalization and labour mobility have increased the importance of effective intercultural skills. If your job is to manage a workforce overseas or your job entails travelling to distant lands, you'll benefit by the increased cultural awareness that you'll obtain by attending this comprehensive one-day seminar.

OBJECTIVES

- Learn how your own culture impacts your perception of other cultures
- Develop skills for communicating more effectively with people from diverse cultural and racial backgrounds
- Improve effectiveness in international encounters
- Minimise potential misunderstandings in the multicultural workplace and overseas
- Identify the skills needed by managers working globally

COURSE OUTLINE

Module 1

- Introductory exercise

- Discussion of pre-seminar assignment
- Cultural Exercise 1: How cultures differ when faced with a dilemma
- Promotion of workplace diversity
- Cultural Exercise 2: Form Completion

Module 2

- What is culture?
- The cultural iceberg
- Forces that shape culture
- The 10 variables of culture
- Variation within a culture
- DVD
- High and low context cultures
- The significance of time, uncertainty and power distance
- Circle task

Module 3

- Global cultural awareness scale
- Skills for multicultural managers: individual and team task
- Profile: Self-assessment
- DVD
- The significance of religion; Christianity, Islam, Judaism, Hinduism, Confucianism
- Stereotypes

Module 4

- Culture shock
 - Causes
 - Reactions
 - Stages
- Dealing with it effectively
- The expatriate experience
- Expatriate communities
- What to know before undertaking an overseas assignment
- Cross-cultural business issues

Module 5

- Cultural assumptions about management
- How to manage a culturally diverse workforce
- The culturally competent person
- Case study
- Speaking English to non-native speakers
- Body language in different cultures

DURATION

1 Day

COURSE LEADER:

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