



Improving Cross-Cultural Communication

Overview

Our world is far more connected than it used to be – and this means that businesses and organizations must change the way they operate. For example, workplaces are more diverse, there are more teams working remotely, and businesses sell to people from all over the world. Because of this, it is important for people in organizations to be able to communicate with people from other cultures. In this training, you will learn how to communicate and leverage the full potential of diverse teams and colleagues in your workplace.

Learning Objectives

- Develop useful cross-cultural attitudes
- Communicate effectively across cultures
- Effectively manage employees from different cultures
- Help teams overcome cross-cultural and virtual barriers
- Promote acceptance and awareness in your organization to help create a multicultural environment
- Develop skills to help you recognize and take action to manage bias
- Create a goal-setting plan to work toward becoming more inclusive by managing your unconscious bias

Course Agenda

Module 1: What is Culture?

- Culture Defined
- Defining Your Culture
- Your Personal Value/Cultural Influences Guide
- Where Do You Fit?
- What is Organizational Culture?
- 8 Different Cultural Elements
- Brainstorm Activity

Module 2: Communicating Effectively

- Communication Differences Across Cultures
 - Hand Gestures
 - Pointing

- Nodding or Shaking Your Head
- Eye Contact
- Shaking Hands
- Physical Contact
- Physical Space
- Bodily Functions
- Humor
- Deep Listening
- Eliminate Listening Bad Habits to Become an Effective Active Listener
- S.T.O.P for Diversity and Inclusion
- Become an Ally
- Characteristics of an Ally
- How to Be Direct with Respect
- Handling Miscommunication
- What Do You Think?

Module 3: Team Building Across Cultures

- Stage 1: Forming
- Stage 2: Storming
- Stage 3: Norming
- Stage 4: Performing
- Final Stage: Adjourning

Module 4: Your Responsibility to Eliminate Harassment

- What's Your Workplace Harassment IQ
- Bullying and Harassment--What's the Difference?
- Address Inappropriate Behavior Before it Becomes an EEO Violation
- Federal Protected Classes
- EEO Violations vs. Non EEO Violations

Module 5: Giving Culturally Sensitive Feedback

- 8 Strategies to Help You Give Feedback

Module 6: Mindful Inclusion

- The SPACE2 Model

Personal Action Plan/Putting it All Together