

WORKING ACROSS CULTURES

OVERVIEW

SESSION HIGHLIGHTS

EXPECTED OUTCOMES

PROGRAM OUTLINE

1 OVERVIEW

The program provides insights and perspectives to understanding the mindset required to successfully 'work across cultures'. Participants will learn strategies to deal with common cultural challenges and use specific techniques for people-to-people interactions for those from culturally diverse backgrounds.

The focus will be on understanding cultural factors that impact people's perceptions and behaviours during any cross cultural interactions.

2 SESSION HIGHLIGHTS

- Cultural differences are explored through highly engaging team quizzes and humorous videos
- Facilitators with global experience sharing deep insights into cultures, with crucial cultural Do's and Don'ts

3 EXPECTED OUTCOMES

- Map out likely cultural sensitivities, of the people they are working with, in overseas countries and develop strategies to work with them effectively
- Know the Do's and Don'ts of communication and behavior to enhance personal interactions with people from different cultures

4 THE PROGRAM



- ❖ The program is designed into two areas:
 - 7 Cross Cultural Factors (Relationships, Work Focus, Time, Communication Context, Conflict, Risk & Hierarchies)
 - People Interactions, Communication Style & Social Norms



- ❖ The topics that will be covered are based on the perceptions between cultures. Participants identify theirs/others personal cultural biases and norms. Focus will also be on applying the 7 cross cultural factors that influence our mindsets, the obvious and the hidden differences



- ❖ Understanding and using the key rules of international, business and social etiquette. The program can be run tailored to individual countries. It can also be run for specific nationalities dealing with other nationalities.



- ❖ Program is facilitated by experienced facilitators who have lived & worked overseas