

Developing Intercultural Competence – 1 week combination course (15 hours)

This one-to-one course combines with group Communicating Effectively in English or International Business Communication programmes and develops participants' cultural knowledge, self-awareness and communication skills to work effectively in an international environment.

Pre –work: Participants on this course are required to complete The International Profiler online questionnaire before they join this course.

Monday	Tuesday	Wednesday	Thursday	Friday
Understanding your cultural and personal preferences	Working across cultures	Communicating across cultures	International meetings and presentations	Developing a global mindset
This module uses feedback from The International Profiler to examine your current style, strengths and areas for development when working internationally.	This module presents a framework for identifying and responding to cross-cultural values, attitude and behaviours in the workplace.	This module develops your understanding of cross-cultural communication styles and your skills for communicating more effectively across cultures.	This module will work on the specific skills required to deliver presentations to international audiences and/or facilitate international meetings.	During this module you will work on skills you require to be more effective internationally and what it means to have a global mind set.
<ul style="list-style-type: none"> • Feedback on your profile • Push and pull styles • How to 'move the dot' • Challenges and opportunities of working internationally 	<ul style="list-style-type: none"> • Understanding culture • Values, attitudes and behaviours across cultures • Perceptions, judgments and stereotyping • How and when to adapt 	<ul style="list-style-type: none"> • Cross-cultural communication styles: High/context, non-verbal signals, formality • Active listening and questioning techniques • Virtual communication 	<ul style="list-style-type: none"> • Planning and preparation • Expectations from cross-cultural audiences • How to manage interruptions and other challenging situations 	<ul style="list-style-type: none"> • What is a global mindset? • Social skills for building international relationships • Emotional strength • Personal action planning