

Cross-Cultural Awareness

INTRODUCTION

To enable participants to recognise cultural diversity in ways that can enhance working relationships and increase personal effectiveness.

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Understand** key concepts in the debate about cultural issues
- **Increase** their own self-awareness
- **Handle** “difference” with sensitivity
- **Use and leverage** “difference” for enhanced communication and better outcomes at work
- **Build** positive cross-cultural relationships
- **‘Flex’** their communication style appropriately, taking responsibility to understand and be understood
- **Understand** and explore cultural stereotypes and themes openly and honestly
- **Create** an action plan for themselves and their team/department/organisation

COURSE CONTENTS

Icebreaker & warm up exercise

What is cross-cultural awareness

Unpack terminology

Understanding “difference”

Cultural creativity: how do we foster it

Pitfalls of a mono-cultural approach

Examining attitudes, values, assumptions, stereotypes and inter-continental cultural themes

Organisational/individual/team culture: which one?

What do we need to do and be our best?

Action plan for raising cross-cultural skills

COURSE DURATION: 1 Day Course

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