



## CROSS CULTURAL COLLABORATION – ONE DAY WORKSHOP

### Program Overview

This course is ideal for employees and supervisors. It examines behaviours, structures and management practices in multinationals and in business situations involving cross-cultural interactions. The objective of the course is to equip participants with an introduction of both analytical and practical skills to help them work effectively in multinational firms. The focus is on the management of cultural differences. Through simulations and exercises, participants will develop their skills of communicating and managing in diverse cultural environments and in cross-cultural situations.

### At the conclusion of this workshop, participants will be able to:

- Find it easier to study other cultures in greater depth
- Incorporate their own understandings with country specific information, making it easier to process new experiences
- Recognise their own cultural background and biases
- Respect different cultures as meaningful systems with different tools and values which individuals can learn to understand
- Describe the concept of cultural values and identify different styles of communication and behaviour
- Identify the major dimensions of culture and discuss their effect on people's behaviour in an international environment
- Implement strategies to cope with culture shock
- Implement strategies and tools to cope with misunderstandings and culture conflicts
- Relate this knowledge to their day to day life

### Workshop Outline

- Introduction to cultural training
- Understand cultural awareness and components of intercultural competence
- Understand the concepts and values of different cultures
- Review stereotypes versus generalisations
- Assess cultural profiles and understand your own cultural profile through a self-assessment exercise
- Identify cultural differences in intercultural communication
- Understand the concept of culture shock and its effects

### Program Components

One-day workshop, large group discussions, individual work and reflection, small group discussions/exercises and case studies.