



Resilient Communities

Managing Cultural Differences in Projects – Training Program

The Need for the Training

Workplace is rapidly becoming vast, as the business environment expands to include various geographic locations and span numerous cultures. What can be difficult, however, is understanding how to communicate effectively with individuals who speak another language, or who rely on different means to reach a common goal.

Working in a team that is made up of several different nationalities or dealing with a diverse client base presents significant challenges to the way in which employees work and communicate.

An approach or style that is effective in one part of the world will not necessarily be effective in another. These differences can easily lead to miscommunication and tensions within international teams, ultimately causing loss of time, money, and revenue to an organisation.

Communicating across cultures requires more than just a mastery of various languages. There are times when you might not get your message across because you are acting in a manner that is considered rude in the other party's culture. This course is for individuals who require cross-cultural communication skills to increase their effectiveness in a global marketplace.

This “Managing Cultural Differences in Projects” Training includes structured hands-on activities to teach you the following: how to recognise key cultural differences within business protocol, strategies for conducting successful multicultural negotiations, how to analyse and resolve cross-cultural issues and how to become an effective communicator in a global business environment.

VALUE FOR ORGANISATIONS

- Harnessing cultural diversity is essential to meeting the challenges of skill shortages, global labour market competition and an ageing population.
- A workplace in which cultural diversity is valued gains the productivity benefits of retaining valuable staff and maintaining high staff morale.
- Minimising the costs associated with unnecessary staff absenteeism – 70% of employees exposed to racial discrimination, violence or harassment take time off work
- Reducing avoidable costs associated with turnover, recruitment and re-training
- Minimising legal exposure and risk
- Positioning organisations to receive positive publicity

VALUE FOR PARTICIPANTS

- Break Down Barriers
- Learn About Themselves
- Encourage Confidence
- Break Build Trust:
- Motivate
- Open Horizons addressing workplace challenges in a more innovative approach
- Develop Interpersonal Skills:
- Develop Listening Skills:
- People Use Common Ground:
- Career Development





Resilient Communities

Managing Cultural Differences in Projects – Training Program

Learning Outcomes

In this course participants, will:

- Understand the importance in recognising key cultural differences when doing business
- Learn how to communicate effectively and appropriately with people from different cultures
- Gain insight into cultural differences within business protocol
- Learn how to create and manage high-performing, cross-cultural teams
- Gain practical strategies for conducting successful multicultural negotiations
- Learn how to analyse cultural differences to successfully resolve cross-cultural issues
- Become a more effective communicator in a global business environment

About the Program

Training material and case studies are designed to meet specific training needs and working environment. We will provide a balance of structured input and discussion of case studies, critical incidents and scenarios relevant to your own particular context.

Course content

- Overview of cross-cultural theory and how it can be applied to a practical business context
- Key cross-cultural values and behaviours: how do they influence business interactions?
- Communication styles across cultures: communicating effectively and avoiding misunderstandings
- Anticipating differences in international working practices
- Skills, strategies and tips for deal with cultural diversity
- Resolving conflicts.

The most appropriate training format, content and approach for your training needs will be discussed during your diagnostic meeting, this training is valuable to the Organisations team at all levels. It provides a balance of structured input and discussion of case studies, critical incidents and scenarios relevant to your own particular context.



For more information and to book a meeting to discuss you organisation needs contact:

Hala Kattab

Director

hala@theresilientcommunities.org

Communicating Across Cultures Training



Resilient Communities

Managing Cultural Differences in Projects – Training Program

Example of Session Plan

Foreword:

Successful business strategies don't always translate when you conduct business abroad. Your negotiating strategies may strike the wrong chord, or your polished business etiquette, which served you well in your own culture, may be interpreted as rude. When you recognise and respect cultural differences, you show you are serious about doing business in a global society.

Course Objective:

You will communicate and conduct business effectively across cultures.

Target Audience:

This course is for individuals who need to communicate clearly and effectively while conducting business in cultures other than their own.

Delivery Method:

Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities. This course includes a variety of insightful scenarios and case studies involving specific cultures such as Japan, and China. Specific examples of cultural awareness and sensitivities will be included reflecting Cairns Diversity, and the main nationalities of interest for each client.

TRAINING PLAN AND TIMETABLE

Program: Day one Time: 9.00 a.m. – 5.00 p.m.

Day Two Time: 9:00 – 1 pm & Free consultation with participants 1 – 3 pm

Day 1 (19/6/2017)	Learning Environment	Resources Supplied	Activity
Session 1 9 – 10 :45	<i>Introduction the new norm</i> <i>What is Culture, cultural dimensions, cultural iceberg</i> What is Cross cultural communications Maps – EDP countries & cultural dimensions <i>Activity 10 – 15 minutes Cairns</i>	Slides: 1 - 13	Scribing-participants contributes with ideas Exercise 1 The Culture Onion: definitions of culture exercise 2 cross cultural checklists (30 mins)
10:45 am – 11:00 am	Coffee/Tea Break		
Session 2; 11 – 12:30	How does culture impacts Business? Values Beliefs, and Practices Stereotypes Body Language Body Language Eye Contact Gestures	Slides 11 – 12, Slide 13 Slide 14 film Handout, high & Low contexts	Video awkward situation

Communicating Across Cultures Training



Resilient Communities

Managing Cultural Differences in Projects – Training Program

	Space Touch Time High Context & Low Context Non-Verbal Communication Other Non-verbal Symbols+ Oral Communication Compliments Silence	Handout, role of Eye contact in different cultures.	Exercise 8 Body Language
12:30 – 1 pm	Lunch		
Session 3 12:30 - 2:30	<i>Writing to International Audiences With So many different cultures, how can I know enough to Communicate? How can I make my documents bias free? Non-sexist, non-racist, and non-ageist, words and phrases, job titles, pronouns Making language Non-racists and non-ageist Talking about people with Disabilities and Diseases Choosing Bias-Free Photos and Illustrations.</i>		
2:30 – 2:45	Coffee /Tea Break		
Session 4 2:45 – 5:00 pm	<i>Resolve Cross-cultural misunderstandings Identify issues that might cause conflict Negotiating cross-cultural conflict Different interactions require different responses Responding to cross cultural conflict Suggested response to cross cultural tension Conflict involving two clients and a staff member Conflict involving staff and a client Conflict involving staff</i>		Film cultural Misunderstandings Part 1 (12 mins) slide 14
End of Day recap	<i>Assignment to teams. Prepare a communication plan based on check lists and handouts provided, to be presented day 2</i>		

Day 2 (20/6/2017)	Learning Environment	Resources Supplied	Activity
Session 1 9 – 10 :45	<i>Recap of previous day</i>		
10:45 am – 11:00 am	Coffee/Tea Break		
Session 2 11:00 – 12:30	<i>Team present their plans, teams or individuals Disuses plans, gaps, areas of improvements</i>		
12:30 – 1 pm	Lunch		



Resilient Communities

Managing Cultural Differences in Projects – Training Program

1:00 – 3:00 pm	Individual/group consultation and mentoring sessions	Schedule be organised by Andrew, or members can book their time with consultant.
-----------------------	---	--

Delivery Methods:

This course is delivered through a blended learning approach consisting of face-to-face classroom training, group activities, team work, exercises.

After course work activities and assessment projects are required following face-to-face classroom training. Training activities will include class discussion, group activities, case studies, workbook activities, questioning, demonstration and presentation.

Assessment:

Participants draft their own engagement plan with measurable outcomes to be discussed during the training.

Trainer Support:

After course trainer support is provided by e-mail.

Entry Requirements:

Management team nominate participants.

Course Wrap-Up
