

Intercultural Skills 1

Can your team members express themselves confidently in unfamiliar intercultural contexts? Or is it difficult for them to connect with people in different cultural situations? Are they able to adapt their communication to diverse stakeholders?

With this practical course, your teams will deepen their understanding of cultural influences that affect their own and others' behaviour and preferences at work. They will be able to adapt their communication to different intercultural contexts and handle uncomfortable situations, enhancing your organisation's reputation and connections.



Objectives	Benefits
<ul style="list-style-type: none"> Communicate confidently in unfamiliar cultural situations through effective preparation and understanding of self and others 	<ul style="list-style-type: none"> Participants will build trust, connection and credibility with diverse stakeholders through confident, positive intercultural communication
<ul style="list-style-type: none"> Connect and collaborate positively in different cultural contexts by adapting work preferences and communication style 	<ul style="list-style-type: none"> Diverse stakeholders will be able to work together more effectively through improved communication, collaboration and decision-making
<ul style="list-style-type: none"> Respond with ease in uncomfortable intercultural situations through mindful observation, EQ and cultivating an intercultural mindset 	<ul style="list-style-type: none"> Your organisation will develop a reputation for being culturally aware and valuing diversity, strengthening both internal and external connections

- Establishing level course: build strong foundations
- No experience needed
- Minimum upper-intermediate (B2) level English

Intercultural Skills 1 - Course outline

Module	Competency
Intercultural essentials <ul style="list-style-type: none"> Evaluating your core intercultural skills Setting goals to enhance your intercultural skills 	<ul style="list-style-type: none"> Set goals to improve intercultural skills by analysing practices against criteria for effective performance
Preparing for new intercultural situations <ul style="list-style-type: none"> Building contextual awareness Predicting preferences using generalisations 	<ul style="list-style-type: none"> Predict cultural preferences based on the context and cultural identity of your partner
Analysing behaviour and preferences in new intercultural situations <ul style="list-style-type: none"> Understanding how values impact behaviour Perceiving positive intent 	<ul style="list-style-type: none"> Evaluate the positive intent of others' behaviour in new intercultural situations
Clarifying expectations in intercultural situations <ul style="list-style-type: none"> Listening in a culturally sensitive way Questioning to clarify intent 	<ul style="list-style-type: none"> Clarify expectations in intercultural situations using your listening and questioning skills
Adapting to time and directness preferences <ul style="list-style-type: none"> Analysing preferences around time and communication Adapting communication to align with different preferences 	<ul style="list-style-type: none"> Adapt to different communication and timekeeping preferences in intercultural situations
Adapting to work preferences <ul style="list-style-type: none"> Cultural factors that influence working together Adapting behaviour to collaborate across differing work preferences 	<ul style="list-style-type: none"> Adapt your behaviour to different work preferences so that you can collaborate effectively in multicultural teams
Handling uncomfortable intercultural situations <ul style="list-style-type: none"> Recognising uncomfortable intercultural situations Responding with culturally sensitive techniques 	<ul style="list-style-type: none"> Communicate with confidence and ease in uncomfortable intercultural situations
Intercultural mini-clinic <ul style="list-style-type: none"> Evaluating intercultural situations Evaluating your skills, setting goals and action planning 	<ul style="list-style-type: none"> Develop plans to achieve intercultural skills goals in the workplace by selecting tools and techniques for effective performance