



Have successful interactions with customers and colleagues of diverse cultures

## Working Effectively Across Cultures Workshop Description

### Overview

Working in today's global environment requires a skill set that will enable you to have successful interactions with customers and colleagues of diverse cultures. Two keys to success are your ability to understand the cultural elements that may be contributing to or interfering with getting work done, and your ability to respond to the situation in an appropriate manner.

This hands-on workshop will provide you with a solid foundation of key concepts and practical guidelines to be more successful individually and as part of a team in today's culturally-diverse work environment. The workshop is designed for anyone dealing with people in or from other countries and cultures.

### Objectives

Upon completion of this workshop participants will be able to:

- Identify situations in which there may be cultural barriers interfering with getting work done.
- Define four cultural dimensions and provide examples of each.
- Analyze potential cross-cultural barriers.
- Confirm, address, and work to resolve cross-cultural barriers.
- Apply the cultural dimensions to personal cross-cultural activities.

### Learning Methods and Delivery

*Working Effectively Across Cultures* utilizes the latest in adult learning methodology including a number of in-class exercises. The program is led by facilitators who have extensive international experience.

### Target Audience

Employees and managers at any level

### Learning Time

1 day

### Class Size

Typical class size 12 to 20



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