



Have successful interactions with customers and colleagues of diverse cultures

Global Perspectives 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, functional areas and individual styles. A key to success is understanding yourself and the situation well enough to appropriately modify your behavior. 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 this global work environment.

Objectives

Upon completion of this workshop participants will be able to:

- Identify cues that reveal if cultural differences are interfering with getting work done.
- Identify cues that prompt the modifying of behavior to achieve successful global interactions.
- Apply individual communication styles to a variety of global structures.
- Use guidelines to facilitate working with people who have different cultural norms, functional perspectives and individual styles.
- Evaluate the broader implications of decisions on global interactions.
- Participate successfully in challenging global/cross cultural situations.

Learning Methods and Delivery

Global Perspectives utilizes the latest in adult learning methodology including a number of in-class exercises and two books used for reference. Participants will also be sent a communication style profile to complete prior to class.

Global Perspectives can be delivered by our facilitators or certified client facilitators.

Target Audience

Employees and managers at any level

Learning Time

16 hours

Class Size

Typical class size 12 to 20



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