



the Management Development Institute

business and management education since 1981

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Cross-Cultural Communication

Code: CT90-703

Duration: 1 day

Series: Business Finance

Workplace Culture

Basics of culture
Cultural differences

Differences in Communication

Verbal communication
Nonverbal and written communication

Communicating Across Cultures

Building relationships
Listening and responding

Overcoming Communication Barriers

Cross-cultural communication barriers
Avoiding barriers
Interpreters

Cross-Cultural Business Situations

Cross-cultural meetings
Negotiating and problem solving

Addressing Cross-Cultural Issues

Communicating with co-workers
Writing cross-culturally

By completing this course, participants will learn how to:

- ✚ Appreciate the value of culture and significance of cross-cultural communication, describe the impact of cultural differences on communication, and avoid miscommunication and conflicts that arise due to these differences.
- ✚ Identify the differences in verbal and nonverbal communication across cultures, including understanding gestures and expressions that vary across cultures.
- ✚ Establish rapport, build trust, and listen and provide feedback to cross-cultural co-workers and employees.
- ✚ Identify common cross-cultural communication barriers and how to overcome them, avoid cultural bias, and employ qualified interpreters for cross-cultural communication.
- ✚ Attend and organize cross-cultural meetings that include conducting negotiations and solving problems.
- ✚ Identify gestures used in different cultures, build a cross-cultural team, design cross-cultural documents, and build a professional translation team.

Prerequisites: None