

Intercultural Communication Training

Description

Intercultural Communication Training is a day (or a condensed half day) course that provides participants with the opportunity to develop the skills and confidence to communicate effectively and respectfully across cultural divides. It builds knowledge and understanding about the different approaches to communication within other cultures and how to navigate these successfully.



The course aims to develop Intercultural Communication skills as strategies. Intercultural communication is the ability to communicate successfully in a multicultural setting by utilising knowledge of varying cultures' communicative customs, such as phrases, gestures, expectations and other behaviours - including bias. In a business context, intercultural communication aids in curating a harmonious working environment and provides a framework for effective and meaningful communication across varied 'patterns of culture'. Intercultural communication strategies take a proactive approach to workplace interactions. It shifts away from the traditional diversity and inclusion training and focuses instead on utilising human connection as a foundation for interpersonal understanding and communication - as well as social and professional transactions.

The training is intended to assist all levels of staff from 'front-of-house' and operational staff to senior management with improving their capacity and capability to communicate effectively with individuals from other cultural backgrounds. The course scaffolds the ability to conduct meaningful dialogues both within the organisation and external to it.

The training can be run either in-house or at an external facility and caters to a maximum group size of 20 participants.

Previous Feedback

'It was confronting to examine our own biases about different cultures, but it is a safe place to share – quite cathartic and inspiring. I feel much more capable of talking to other cultures.'

'Very engaging and interactive. Challenging!'

'I was surprised that some of my co-workers feel they have to leave their 'culture' behind at home.'

'It forced me out of my comfort zone and challenged me to have more understanding and not be on 'Auto-Pilot'.'



For more information