

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 training is intended to assist employees at all levels, from 'front-of-house' and operational staff to senior management and executive leadership. The training curates capacity and capability to communicate effectively with individuals from various cultural backgrounds by highlighting the blueprint for productive and practical intercultural communication. The training 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.'



The training aims to develop Intercultural Communication skills by highlighting it as a core contemporary strategic business priority. 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, effective intercultural communication aids in creating a harmonious working environment and provides a framework for practical and meaningful communication across varied 'patterns of culture'. Intercultural communication strategies take a proactive approach to workplace interactions by focusing on utilising human connection as a foundation for interpersonal understanding and communication. This training distills how differences within the realm of social and professional transactions can be harnessed as an organisational strength through functional and successful intercultural communication.



For more information