

## Essential Skills for Intercultural Communication

### *Developing Intercultural Competence*

#### Professional Development Seminar

*Training for managers, supervisors, team leaders and multinational workteams*

Intercultural competence is the “acquired ability to perceive, communicate and adapt behaviour in a manner that enables intercultural effectiveness.”

Our program provides insight for increasing your leadership capacity and performance by benchmarking, strategically engaging, and intentionally developing intercultural competence in yourself and your workplace.

This stimulating seminar teaches what you and your organization must know to function and communicate with competence in settings full of ambiguous communication, differing worldviews and confusing actions. The program is designed to develop learners who are aware of their own values and approaches, appreciate the values and perspectives of others, and know how to turn cultural differences into value-added, intercultural synergy.

#### **4 lifelong benefits you'll gain from attending this seminar**

- learn practical, proven tools for communicating effectively with people reflecting differing worldviews.
- improve prospects for career success in our multicultural world.
- be enriched by engagement with, and understanding of, cultural differences.
- understand how cultural values play a role in a globalized workplace

#### **The Skill Stages to Intercultural Competence**

1. Intercultural Communications and the Workplace
2. Intercultural Self-Awareness and Self-Management Competencies
3. Communicating Effectively Across Cultures
4. Strategic Leadership: Applying Intercultural Communication Tools
5. Moving Forward: Action Plans for Ongoing Intercultural Development

#### **Participating in this seminar will enable you to:**

- Understand the significance of Intercultural Communications skills to more effectively address your workplace challenges
- Define the critical importance of Intercultural Competence to your leadership and management success
- Review the results of scientifically valid, intercultural assessments
- Benchmark your unique strengths and plot your growth areas
- Create a customized learning plan for ongoing intercultural development
- Develop your leadership capabilities and overall performance levels by practicing ways of engaging your Intercultural Competence more effectively



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### **You Will Learn To**

1. Foster the development of intercultural understanding in your workteams
2. Identify the stumbling blocks to Intercultural Communication
3. Increase real value to your organization by utilizing differing perspectives
4. Align organizational culture and intercultural practices

### **3 Day Workshop**

#### **DAY ONE**

##### **SESSION 1**

Intercultural Communications and the Workplace

##### **SESSION 2**

Intercultural Self-Awareness and Self-Management Competencies

#### **DAY TWO**

##### **SESSION 3**

Communicating Effectively Across Cultures

##### **SESSION 4**

Strategic Leadership: Applying Intercultural Communication Tools

#### **DAY THREE**

##### **SESSION 5**

Moving Forward: Action Plans for Ongoing Intercultural Development



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